



# City of Santa Clara

The Center of What's Possible

## CIVIL SERVICE COMMISSION AGENDA

Monday, May 8, 2017 at 7:00 p.m.

City Hall Council Chambers

1500 Warburton Avenue

Santa Clara, CA 95050

- I. **CALL TO ORDER/PLEDGE OF ALLEGIANCE**
- II. **CONSENT CALENDAR**
  - A. **MEETING MINUTES** of March 13, 2017.
  - B. **CHANGE OF STATUS REPORTS** for March and April 2017.
  - C. **CURRENT RECRUITMENT ACTIVITY REPORTS** for March and April 2017.
  - D. **EXAMINATION REPORTS** for March and April 2017.
- III. **ORAL COMMUNICATIONS** – The law does not permit Commission Action on, or extended discussion of, any item not on the Agenda except under special circumstances. Note the instructions in the Agenda regarding Oral Communications.
- IV. **NEW BUSINESS**
  - A. **CONSIDER REQUEST** to Abolish the Eligible List for Community Service Officer I.
  - B. **CONSIDER REQUEST** to Modify Job Specification for Crime Analyst.
  - C. **CONSIDER REQUEST** to Adopt Job Specification, Recruitment Type and Examination Weighting for Deputy Fire Marshal I and Deputy Fire Marshal II.
  - D. **CONSIDER REQUEST** to Adopt Job Specification, Recruitment Type and Examination Weighting for Deputy Fire Marshal III.
  - E. **CONSIDER REQUEST** to Modify Job Specification for Firefighter I.
  - F. **CONSIDER REQUEST** to Modify Recruitment Type for Traffic Operations Engineer.
  - G. **CONSIDER REQUEST** to Modify Job Specification for Business Analyst.

- H. **CONSIDER REQUEST** to Modify Job Specification for Senior Engineering Aide.
- I. **CONSIDER REQUEST** to Adopt Job Specification and Establish Recruitment Type and Examination Weighting for Assistant Electric Utility Engineer.

**V. INFORMATIONAL REPORTS**

- A. Staff: No upcoming Boards of Review.
- B. Commissioners: Regarding Meetings or Conferences Attended (if any)

**VI. ADJOURNMENT** – Adjourn to the next regular meeting of the Civil Service Commission at 7:00 p.m. on July 10, 2017.



City of Santa Clara  
Civil Service Commission Minutes  
March 13, 2017 at 7:00 PM  
City Council Chambers

1500 Warburton Avenue

Santa Clara, CA

Present: Vice-Chairperson Mario Bouza, Commissioners Willie Brown, Carolyn McAllister, Pat Staffelbach, John Casey, Human Resources Assistant Director, Julia Hill, Deputy City Attorney, Diana Fazely, Recording Secretary, Christine Heng.

Absent: None

**I. ROUTINE ITEMS**

**A. CALL TO ORDER/PLEDGE OF ALLEGIANCE**

Vice-chairperson Bouza called the meeting to order at 7:01 p.m. and led the group in the Pledge of Allegiance.

**II. CONSENT CALENDAR**

**A. MINUTES OF JANUARY 9, 2017 CIVIL SERVICE COMMISSION MEETING** There being no additions or corrections.

**MOTION** by Commissioner McAllister and seconded by Commissioner Staffelbach, to **APPROVE the minutes of the January 9, 2017 Civil Service Commission meeting.**  
**MOTION carried, 4-0, 1 abstention.**

**B. CHANGE OF STATUS REPORT** for January and February, 2017.

**C. CURRENT RECRUITMENT ACTIVITY REPORT** for January and February, 2017.

**D. EXAMINATION REVIEW REPORT for January and February, 2017.**

**MOTION** by Commissioner Casey seconded by Commissioner Brown, to **NOTE AND FILE Items II-B, II-C, and II-D.**

**MOTION carried, 5-0.**

**III. ORAL COMMUNICATIONS - None**

The law does not permit Commission Action on, or extended discussion of, any item not on the Agenda except under special circumstances. Note the instructions in the regarding Oral Communications.

**IV. NEW BUSINESS**

**A. COMMISSION OFFICER ELECTION**

Ms. Hill explained that the Commission has two officers, Chair and Vice-chair. Currently, the Chair position is vacant and the Vice-chair is filled by Commissioner Bouza. Commission has the opportunity to elect a new Chair since Mr. Doyle is no longer the Chair and determine the need for Vice-chair. Ms. Hill explained the process of officer election is a motion and a second followed by a vote. Commissioner McAllister made a motion that Commissioner Brown take over as Chairperson. Commissioner Brown expressed that he withdraw from the nomination and given that Vice-chairperson Bouza is well experienced with over one year remaining in the position term, Commissioner Brown made a motion that Vice-chairperson Bouza take over as Chair.

Commissioner Staffelbach nominated Commissioner McAllister as Vice-Chair.

**MOTION** by Commissioner Brown, seconded by Commissioner Casey, to **elect Vice-chairperson Bouza as Chair and Commissioner McAllister as Vice-chair.**

**MOTION carried, 5-0.**

**B. CONSIDER REQUEST to Modify Job Specification, Modify Recruitment Type, and Modify Exam Weighting for Automotive Technician II.**

Ms. Hill indicated that the Public Works Department will soon conduct a recruitment for the position of Automotive Technician II. A job analysis was conducted to identify additions and changes to the job specification. Education and Experience was updated to three (3) years

of automotive or heavy equipment (truck or construction equipment) servicing work. The Desirable Qualifications section was updated to add possession of a valid California Class A driver's license with Air Brake Test. The Licenses and Certifications section was updated to a valid Class A California driver's license and ASE-Certified Master Automobile Technician and A9 or L1 or L3 prior to the completion of the probationary period. The Typical Duties sections added the following: upfit fleet equipment with emergency lighting, radio equipment, computer equipment, safety equipment and various other related items; decommission fleet equipment being removed from service; and may supervise and train staff.

It is recommended to modify the recruitment type from (Closed/Promotional) to (Open/Promotional). The current number of qualified City applicants is limited; this change will allow an increase in the number of qualified applicants and will not restrict potential candidates without current City employment.

It is also recommended to change the current examination weighting from 100% oral examination to 50% performance examination and 50% oral examination. This change will allow the department to measure a candidate's ability to perform the work that would related to the types of duties performed in the classification, as well as demonstrate the ability to communicate effectively.

Staff recommended the Civil Service Commission approve the modified job specification for Automotive Technician II, the modified recruitment type, and the modified examination weighting.

Vice-chairperson Bouza inquired about the duration of the probationary period to obtain the air and break license and if the certification included electric and hybrid vehicles. Chris Fazzi, Fleet Manager, explained that the probation period is one year and that electric and hybrid vehicles are included. Vice-chairperson Bouza also asked how many candidates the department has to consider for this position. Mr. Fazzi replied that the department has one candidate, Auto Technician I, who has been employed with the City for one month. Vice-chairperson Bouza stated that if we kept the position closed promotional, we would not have any qualified candidate and Mr. Fazzi replied in the affirmative. Commissioner Brown asked if the decision to modify the examination weighting from 100% oral to 50% performance and 50% oral examination is to be consistent with the Automotive Technician I classification.

Mr. Fazzi explained that the performance exam sets the stage to evaluate the candidates' ability to conduct themselves around tools, handle tires and their comfort level around the shop. Once the candidates pass the performance exam, they advance to the oral exam. Commissioner Brown also inquired if a similar performance exam was conducted in the past. Mr. Fazzi indicated that the department recently conducted a performance examination for the Auto Technician I recruitment that consisted of tires rotations, parts identification, balancing tires, etc. Commissioner Brown also wanted to confirm that the modification of the recruitment type to Open /Promotional would generate a larger pool of candidates. Mr. Fazzi confirmed that the recent recruitment for an Automotive Technician I generated 50 plus applicants and he expects to generate a good pool of candidates for this recruitment as well.

Vice-Chairperson Bouza inquired about the ASE certification and its level of standards in qualification as it relates to automotive repair. Mr. Fazzi explained that the ASE certification is a group of eight tests; suspension, front-end, engine performance, electrical diagnostic, etc., and candidates with the certification would make for a well-rounded technician.

**MOTION** by Commissioner Brown, seconded by Commissioner McAllister, **to modify job specification, modify recruitment type, and modify examination weighting for Automotive Technician II.**  
**MOTION carried, 5-0.**

C. **CONSIDER REQUEST** to Modify Job Specification and Recruitment Type for Traffic Operations Engineer.

Ms. Hill stated that The Public Works Department will soon conduct a recruitment for the position of Traffic Operations Engineer. The job specification for Traffic Operations Engineer was last approved in July 2012. A job analysis was conducted to identify additions and changes to the job specification.

Proposed changes to the Minimum Qualifications section include a Bachelor's Degree in Civil Engineering from a college or university that is accredited by the Accreditation Board of Engineering and Technology (ABET) and four years of experience in professional level engineering work. The Possible Substitutions section was updated to substitute one year of experience with a Master's Degree in any branch

of Civil Engineering from an accredited college or university and substitute the education requirement with seven years of full time work experience. Proposed additions to the Licenses and/or Certificates section include an Engineer in Training (E.I.T.) certificate in the state of California, registration as a Civil Engineer or Traffic Engineer in the state of California, and a Level 1, 2, or 3 Traffic Signal Technician certificate through the International Municipal Signal Association (IMSA). The Distinguishing Characteristics section was updated to include coordination with maintenance staff and inspectors for the traffic signal systems.

It is recommended to change the recruitment type from Closed/Promotional to Open/Competitive. Changing the recruitment type to Open/Competitive would give the Public Works Department a larger candidate pool of individuals from which to choose. There are no recommended changes to the examination weighting (100% Oral examination) for this classification.

Staff recommended the Civil Service Commission approve the modified job specification and recruitment type to Open/Competitive for Traffic Operations Engineer.

Commissioner McAllister inquired how many Traffic Operations Engineer positions are within the City. Staff indicated that they do not have the data readily available. Commissioner McAllister also asked if the position is an existing one and Ms. Hill responded in the affirmative.

**MOTION** by Commissioner Brown, seconded by Commissioner McAllister, **to modify job specification and recruitment type for Traffic Operations Engineer.**

**MOTION carried, 5-0.**

**D. CONSIDER REQUEST to Modify Job Specification for Firefighter I.**

The Fire Department will soon conduct a recruitment for the position of Firefighter I. The job specification for Firefighter I was last approved in May 2013.

The Fire Department would like to add the requirement for a valid California Firefighter Joint Apprenticeship Committee (CFFJAC) Candidate Physical Ability Test (CPAT) card issued within 6 months

prior to the date of hire, which would take the place of our previous in-house physical agility examination. The department will offer to pay for the CPAT for candidates who receive a conditional offer letter, as well as ensure there are ample testing times. By accepting the CPAT as a way to meet the performance examination requirement, the department will be in line with all of the local agencies within this county since the use of the CPAT has become a standard within the industry. Being that the CPAT is the recognized standard for measuring a candidate's ability to meet the physical demands of being a firefighter, candidates will also be able to be well prepared for the test as the test registration also allows for orientation sessions and the test components are explained clearly on the website. The recruitment process will also be shortened and there will be a cost savings to the department since the in-house physical agility exam took weeks of preparation as well as overtime for the department.

There are no recommended changes to the recruitment type (Open/Competitive) or examination weighting (100% Oral Examination with Qualifying Written, Oral, and Performance Examinations).

Staff recommended the Civil Service Commission approve the modified job specification for Firefighter I.

Vice-chairperson Bouza asked how many applicants the City received for this recruitment. Fire Chief Bill Kelly explained that this is a new recruitment and that the last recruitment generated 1150 and the time before that generated 2400 applicants. Vice-chairperson Bouza also inquired how many openings the department anticipates. Chief Kelly responded that the recruitment will fill 8-10 positions for the Fall 2017 academy.

Commissioner Brown inquired about the department's decision to require the CPAT test and if there has been issues surrounding the existing performance exams. Chief Kelly replied that the department had an in-house arduous test that was developed over 20 years ago and it measured the strengths required to be a Firefighter. The department has had some issues with the test in certain components and the department had not reviewed the test in over 20 years. Therefore, Chief Kelly tasked the department's professional standards committee and HR to research industry standards and identify a method that would provide the candidates ample opportunity to learn the techniques necessary to pass the test. Chief Kelly further stated that the department had experience with candidates that are strong, but do not have the knowledge of the appropriate techniques to pass the test. As Chief, it is



disappointing to have the candidates go through the process and fail a certain component of the test. The CPAT would take away any doubt that a candidate can perform the job. In addition, the in-house test requires an expense of \$20,000 to \$30,000 to put this test on, takes 6-8 weeks to prepare the test, and overtime hours. The CPAT would speed up the testing processing and alleviate the strain overtime hours have put on the Fire Department.

Commissioner McAllister asked where the CPAT examinations are held. Chief Kelly stated that there are several locations throughout the state. The local location is Livermore, CA which offers the test monthly. In addition, these organizations could also hold the test at a City facility.

Commissioner Casey wanted to confirm if a candidate does not have certification at the time of application, does the City offer to assist the applicant to obtain the certification. Chief Kelly confirmed that the City will allow ample time for candidates to obtain the certification and that the City will pay for the test.

Union representative, Robert Contreras, clarified that CPAT is different from the Firefighter academy, which the City does not pay for. The CPAT is an examination which allows the candidates to take the test multiple times to pass the exam and cost \$150. Captain Contreras explained that community colleges also offer this examination, along with financial aid. Commissioner Brown inquired if the Union is supportive of the CPAT requirement. Captain Contreras stated that the Union International Association of Firefighters, Local 1171, is 100 percent supportive, given that neighboring cities have also adopted this method of testing.

**MOTION** by Commissioner Staffelbach, seconded by Commissioner McAllister, **to modify job specification for Firefighter I.**  
**MOTION carried, 5-0.**

E. **CONSIDER REQUEST** to Waive Examination Process for Troubleshooter.

Attached is a request from the Electric Utility Department seeking approval to waive the examination process for Troubleshooter, which is a Closed/Promotional recruitment with a 50% written examination and 50% oral examination.

The recent recruitment for Troubleshooter resulted in one qualified candidate. Waiving the examination process will significantly reduce

the amount of time and expense to fill the position. Also, it will eliminate the expense of ordering the written examination and eliminate the need to bring in three raters from outside agencies to evaluate one candidate. With only one candidate, the department interview will provide the basis for determining if the candidate possesses the knowledge, skills and abilities necessary to successfully perform the duties of the position.

Staff recommended that the Civil Service Commission approve the request to waive the examination process for Troubleshooter.

Commissioner Brown inquired if the qualified candidate is currently a City employee. Staff Aide II with the Electric Department, Voula Brown explained that the candidate who had applied for the position is currently working in the position as an out of class assignment. The candidate is currently a Journey Lineworker and the Troubleshooter position is the next step up after gaining expertise and knowledge of the City process. Vice-Chairperson Bouza asked how many Troubleshooters does the City have. Ms. Brown replied that there are usually one or two positions depending on who is available.

Commissioner McAllister questioned if the City has one qualified candidate, will the department interview provide the basis in determining if the candidate possesses the knowledge, skills, and abilities. Ms. Brown explained that this candidate does meet the qualification and the interview will determine if the candidate is qualified to take the position on a regular full time basis. Commissioner McAllister further asked what would happen if the department interview reflects that the candidate is not qualified. Ms. Brown explained that in the before mentioned situation, the candidate would not get the position and the department would start the recruitment process again. Commissioner McAllister stated that if department is seeking approval to waive the examination process with the current candidate, the candidate must be a stellar employee. Ms. Brown responded that the current candidate is good and has been performing the duties of the job for several months. Commissioner Brown inquired about the total headcount of the Electric department and Ms. Brown replied that the department headcount is at 172.

**MOTION** by Commissioner McAllister, seconded by Commissioner Brown, **to waive examination process for Troubleshooter.**  
**MOTION carried, 5-0.**

**F. CONSIDER REQUEST to Reverse Disqualification of Journey**

Lineworker Apprentice Candidate Jameson Lynch on the Performance Exam.

Jameson Lynch, an applicant for the position of Journey Lineworker Apprentice, has appealed his disqualification and is requesting to retake the performance examination for Journey Lineworker Apprentice. Candidates for this position are required to pass a written examination, which Jameson passed, and then move on to the performance examination which is qualifying to the oral examination.

The Journey Lineworker Apprentice Performance Examination was administered to 56 candidates on two separate testing days and Jameson Lynch was administered the performance examination on February 15, 2017. The performance examination consisted of 4 separate stations: 1) Jackhammer Lift, 2) Cross Arm Hoist, 3) Aerial Bucket Lift and 4) Cross Arm Assembly. Candidates who scored a 70% - 89% passed the performance examination and were conditionally qualified. Candidates scoring 90% or better moved on to the oral examination. All candidates were allotted the same time of six (6) minutes to watch three (3) overview videos that illustrated the proper techniques for the Jackhammer Lift, Cross Arm Hoist and Cross Arm Assembly tests. All candidates were also asked if they were ready to begin the performance examination before taken to their respective stations.

Jameson was notified on February 24, 2017 that he did not pass the performance examination. Jameson did not pass Station #2 Cross Arm Hoist because the technical proctor felt that he was not following the instructions read to him and attempted to hoist the cross arm in an unsafe manner. The technical proctor read the instructions "You are to pick up the cross arm with proper lifting techniques and hook it to the hand line on the pole." Jameson did not hook the cross arm to the hand line. He had the opportunity to watch the overview video before the examination on the cross arm hoist, just as all other candidates. He was also asked if he was ready to proceed to the testing stations, as all other candidates.

Jameson contends he was taught a different method of hoisting. However, for this examination, he did not follow the instructions read to him and he attempted to hoist the cross arm in an unsafe manner. Therefore, he received a score of 0 on the cross arm hoist station, and did not pass the performance examination.

Documents attached:

1. Jameson Lynch appeal, March 6, 2017

2. Correspondence between HR and Jameson, March 6, 2017
3. HR correspondence to Jameson, March 3, 2017
4. Email from Jameson, February 16, 2017
5. Candidate Examination Orientation form, February 15, 2017
6. Journey Lineworker Apprentice job description, November 2016

Staff recommended that the Civil Service Commission deny the request to reverse the disqualification of Jameson Lynch and deny his request to retake the performance examination.

Ms. Hill indicated that Mr. Jameson is not present.

Ms. Hill stated that staff will present a PowerPoint presentation explaining the test with details and the video that all candidates were allowed to view. Ms. Hill explained that the performance exam was held on February 15, 2017, and the test in question is the Cross Arm Hoist where candidates were expected to hoist a 69 pound cross arm using a pull system to a designated height within 2 minutes. The purpose was to test candidates for physical strength, their ability to safely hoist a cross arm, and follow instructions read to them. The test instructions were: candidates allowed to watch a 1-minute instruction video, proctors read same instruction script to each candidate, and candidate acknowledged when they were ready to proceed. The test were observed and scored by proctors, not videotaped, and rated 5 points per element (uses safe and proper lifting techniques, hoist cross arm steady and slow to 30 feet red mark on the pole, hold cross arm steady for full 5 seconds-counts out loud to 5, and lower cross arm steady and slowly within the allotted time) totaling 20 points. Ms. Hill also explained that failing the cross arm hoist is not a fatal test result and had Mr. Jameson passed other portions of the test with higher scores, failing the cross arm hoist would not have resulted in his overall disqualification. In addition, the testing team consisted of two technical proctors/raters, City of Santa Clara employee Craig Lindquist and Jesse Delgado and test proctor Vanessa Guerra is present to answer any questions. The cross arm hoist test outcome for Mr. Jameson was a score of 0 on all 4 elements where the raters found Mr. Jameson used unsafe practices when trying to hook the arm. Mr. Jameson did not secure the cross arm securely to the hand line hook. The test was stopped at 1:13 minutes.

Commissioner McAllister inquired if Mr. Jameson's response letter where he indicated that two candidates shared one tablet while watching the video is accurately captured and if this is a general practice to have two candidates share one tablet. Vicki Sapp, Sr. HR Technician responded that during the last performance examination of

the Journey Lineworker Apprentice, the videos were not shown. The videos showing of the three stations (jack hammer lift, cross arm hoist, and cross arm assembly) is a courtesy; so the applicants would have plenty of information for them to be able pass the exam. There were four candidates, two tablets so two candidates shared on tablet and watched. There were no instructions on viewing the videos showing the techniques and overview of the stations. Ms. Sapp stated that other candidates did not have issues with this station, except for this one individual. Commissioner McAllister further noted, in the appellant's response, he stated that the exam was running late and that he was not provided enough time to watch the video. Ms. Sapp explained that the candidates have 6 minutes to view the videos; the jack hammer video was 20 seconds, the cross arm video was 1 minute, the cross arm assembly was a little over 4 minutes. The candidates would have had plenty of time to watch all three videos. Some people opted to not watch the jack hammer lift because it was a simple station and instead watched the hoist and assembly for a longer period of time due to its complexity. The candidates were in charge of their own viewing of the videos and each group would decide which videos to watch. Ms. Sapp confirmed that Mr. Jameson was allowed 6 minutes to watch the videos, as were the other candidates.

Vice-chairperson Bouza asked if most candidates have undergone a journey line worker apprentice program prior to applying for the position. Ms. Sapp said that one of the requirements for the position is a pole climbing certification and this pool of candidates had the largest candidates whom have taken some classes at a lineman college. Vice-chairperson Bouza recommended that the video link be sent to the candidates prior to the date of the exam and when the candidates arrive to the exam they can sign an acknowledgement form, in order to save time and avoid any confusion or questions such as this one. Ms. Guerra, expressed that this is a testing environment and that staff typically do not video tape the performance examination and put them out for people to view. The City can't maintain the confidentiality of the testing. Vice-chairperson Bouza stated staff demonstrated how the procedure should be done. Staff can send the videos ahead of time so that candidates can see them at their own time to avoid any misunderstanding or make claims that there wasn't enough time provided. Ms. Guerra stated that she understands; however, there is still a concern with videos going public and the City would not be able to control how they are being used or retract them. Staff has more control if the examinations materials are presented during the orientation session, and loaded on a City device. Candidates do not bring the testing materials with them, to review or share with others, upon completion of the examination.

Commissioner Brown stated he can understand the rationale behind not sharing testing materials due to the fact the public can use the material to do many different things. Commissioner Brown also inquired why the appellant isn't present at the meeting. Ms. Guerra responded that the candidate does not live in California and it would be a financial burden for him to come to the meeting. Commissioner Brown further sought clarification about how the cross arm was prepared for the examination and how Mr. Jameson performed the task that made it unsafe. Mr. Lindquist explained that the cross arm is set up with a guide, which is lead wire with a carabiner attached to secure the arm in place if hooked to the eye. Mr. Jameson stated, as the carabiner threw him (off guard), "we don't build ours [cross arm] like that." Mr. Lindquist then read the instructions as loudly and precisely to Mr. Jameson. Mr. Lindquist asked if Mr. Jameson would like to instructions read again, and he said "yes." Mr. Jameson then proceeded with the exam, picked up the arm to the pole, tried to rig it and because he did not know how to work the hand line with carabiner, started to wrap the hand line around the arm, roughly eight times. At that point, Mr. Lindquist stopped the test because if he allowed Mr. Jameson to start to raise the arm, the 68 pound arm would start to unravel and will drop, either on him or someone else.

Vice-chairperson Bouza asked Mr. Dalgado, in his experience with other companies, had he seen the task performed in the same manner as Mr. Jameson performance. Mr. Dalgado stated that he had not seen it done the way Mr. Jameson did.

Ms. Guerra stated that she was Mr. Jameson's HR proctor and at no time did Mr. Jameson expressed to her that he did not have enough time to watch the video or any discussion of what was mentioned in his letter.

Commissioner McAllister asked how many candidates took the exam and how many will advance to the oral examination. Ms. Hill indicated 56 candidates participated in the exam and Ms. Sapp indicated 28 candidates, scoring 90% or above, will advance to the oral examination, with 25 of 56 candidates who are conditionally qualified and 3 candidates failed. In addition, Ms. Sapp reviewed that pool of candidates to see if any of them had the same issue as Mr. Jameson and no one did. The three other candidates grouped with Mr. Jameson who watched the videos with him all passed cross arm hoist station. Commissioner McAllister also inquired what Mr. Jameson's score was. Ms. Sapp explained, without giving out Mr. Jameson's actual score, that had Mr. Jameson scored 20 points on the cross arm hoist station and

added to the score he received from that station, he would have passed to conditionally qualify, but would not have moved on to the oral examination. Commissioner McAllister stated Ms. Sapp's explanation puts things in perspective and believes that staff is established a fair process. Vice-chairperson also commented that the Journey Lineworker Apprentice job requires someone who can follow direction and it is clear the Mr. Jameson did not, which is one of the reasons for his disqualification.

Commissioner McAllister asked if Mr. Jameson explained why he didn't watch the third video. Ms. Sapp replied that Mr. Jameson did not explain it in his appeal letter. Commissioner Brown asked if staff could possibly make the candidates watch the all the videos. Ms. Sapp stated that staff could require candidates to watch all three videos and this group could also watch all three videos. However, the jack hammer lift, which is 20 seconds, is relatively simple so candidates opted to watch the more complex task, which is the cross arm assembly. Staff believes that offering candidates the option to select which video to watch and how much time they needed to watch these videos was more beneficial to the candidates. Commissioner Brown stated that requiring candidates to watch all video would leave no excuse that they were not provided the same opportunity. Commissioner Staffelbach stated these candidates are adults and they make their own decision and plan their time accordingly.

Commissioner McAllister commented that Mr. Jameson must be watching the opportunities offered by the City of Santa Clara, as it sounded like he really wanted to work here. Ms. Guerra stated that the apprenticeship program offered by Silicon Valley Power is few and the cost is substantial. It is a great job and opportunity to get be a skilled worker, so candidates must be fluid to where you move to.

**MOTION** by Commissioner Brown, seconded by Commissioner McAllister to deny the reverse disqualification of Journey Lineworker Apprentice candidate Jameson Lynch on the performance exam.

**MOTION** carried, 5-0.

## **V. UNFINISHED BUSINESS - None**

## **VI. INFORMATIONAL ITEMS**

- A. Ms. Hill stated April 18, 2017 is the joint dinner – City Council and Civil Service Commissioner meeting. It will begin at 5:00 pm and Council is interested to hear what the Commission anticipates for the following year to be, and where the Commission's interest lies. The City Manager will be there as well as staff from the City Attorney's office. Vice-chairperson recommended that the Commission could present on revisions of Civil Service Commission process.
- B. **REPORTS** Regarding Meetings or Conferences Attended (if any).

## VII. ADJOURNMENT

**MOTION** by Commissioner Staffelbach, seconded by Commissioner Brown, to **ADJOURN** the meeting at 8:05 p.m., until Monday, May 8, 2017, at 7:00 p.m., the next regularly scheduled meeting of the Civil Service Commission.  
**MOTION** carried, 5-0

Respectfully submitted,



Julia Hill  
Assistant Director of Human Resources



**CITY OF SANTA CLARA CHANGE OF STATUS  
MONTH OF MARCH 2017  
FEBRUARY 26, 2017 - MARCH 25, 2017**

**ITEM II-B**

Department	Position Classification	Type of Appointment	Type of Separation	Effective Date
<b>City Manager's Office</b>				
Mohsen, Raania	Management Analyst	Unclassified Appointment		3/1/17
<b>Electric</b>				
Kmetz, Kevin	Electric Utility Programmer Analyst	Probationary		3/14/17
Ventura, Bayani	Electric Utility Generation Technician	Probationary/Rehire		3/20/17
<b>Library</b>				
Tristao, Megan	Librarian I - Reference	Probationary		2/27/17*
Mohammed, Zuleeka	Literacy Advocate 1/2-time	Probationary		3/13/17
<b>Parks &amp; Recreation</b>				
Castro, Reinaldo Jr.	Park Foreperson	Probationary/Promotion		2/26/17
<b>Police</b>				
Burde, Daniel	Police Officer		Resignation	3/1/17
Van Der Hoek, Frits	Police Officer		Resignation	3/6/17
Hong, Jessica	Police Records Specialist II		Resignation	3/11/17
Adjei, Harry	Police Officer	Probationary/Promotion		3/12/17
Edelen, Michael	Police Officer	Probationary/Promotion		3/12/17
Guzman, Jason	Police Officer	Probationary		3/13/17
Zavala, Nathalie	Police Officer	Probationary		3/13/17
<b>Public Works</b>				
Perrault, Everett	Automotive Technician I	Probationary		2/27/17
Tran, Khoi	Senior Engineering Aide	Probationary		2/27/17
Alejo, Ralph	Street Maintenance Worker II	Probationary/Promotion		3/12/17
Hickey, Karin	Staff Analyst I	Probationary/Promotion		3/12/17
Lewandowski, James	Street Maintenance Worker II	Probationary/Promotion		3/12/17
Nguyen, Viet	Associate Engineer	Probationary		3/20/17
Vitthal, Mehal	Associate Engineer (Civil)	Probationary		2/27/17
<b>Water &amp; Sewer</b>				
Francisco, Phil	Water Sewer Maintenance Worker II	Transfer		3/12/17
Koepplin, Grant	Pump Maintenance Technician - Water	Transfer		3/12/17
Sladwick, Brian	Equipment Operator	Transfer		3/12/17
VanDeVenter, Edward	Office Records Specialist	Transfer		3/12/17

\*Date correction, previously reported as 1/27/17

**CITY OF SANTA CLARA CHANGE OF STATUS  
MONTH OF MARCH 2017  
FEBRUARY 26, 2017 - MARCH 25, 2017**

**ITEM II-B**

Department	Position Classification	Type of Appointment	Type of Separation	Effective Date
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<u>Appointments</u>		<u>Separations</u>	
Probationary	7.50	Resignation	3.00
Probationary/Rehire	1.00		
Probationary/Promotion	6.00		
Transfer	4.00		
Unclassified Appointment	1.00		
<b>MONTHLY TOTALS</b>	<b>19.50</b>		<b>3.00</b>



Ingrid Miranda  
Human Resources Management Analyst

Distribution: Original -

Director of Human Resources  
Civil Service Commission  
Assistant Director of Human Resources  
Building Maintenance Foreperson  
Network Computer Support Division Manager  
Applications Manager - Unisys

**CITY OF SANTA CLARA CHANGE OF STATUS  
MONTH OF APRIL 2017  
MARCH 26, 2017 - APRIL 22, 2017**

**ITEM II-B**

Department	Position Classification	Type of Appointment	Type of Separation	Effective Date
<b>City Clerk</b>				
Dhadli, Simratpal	Management Analyst	Unclassified Appointment		4/11/17
<b>City Manager's Office</b>				
Jung, Christine	Management Analyst	Unclassified Appointment		3/27/17
Batra, Rajeev	Acting City Manager		Retirement	3/30/17
<b>Community Development</b>				
Phung, Elaine	Staff Analyst II	Probationary/Promotion		3/26/17
Nicholas, Tamella	Combination Inspector		Separation	4/10/17
<b>Electric</b>				
Guerrero, Mark	Troubleshooter	Probationary/Promotion		4/9/17
Brice, Sally	Principal Engineering Aide		Retirement	4/14/17
<b>Finance</b>				
Cook, Tyler	Management Analyst	Unclassified Promotion		4/9/17
Jaisingh, Veena	Sr. Customer Service Representative	Probationary/Promotion		4/9/17
<b>Fire</b>				
Merrick, Brandon	Fire Captain	Transfer		3/26/17
Nielsen, Melissa	Fire Intervention Specialist I	Probationary		4/10/17
Rogers, Kari	Fire Intervention Specialist I	Probationary		4/10/17
<b>Library</b>				
Dang, Trac	Library Assistant I	Probationary		4/10/17
Mardini, Rania	Library Assistant I	Probationary		4/10/17
Romero, Lorena	Library Assistant I 3/4-time	Probationary		4/19/17
Kondos, Paulette	Sr Library Assistant - Public Services		Retirement	4/22/17
<b>Parks &amp; Recreation</b>				
Garay, Zoraya	OSII	Transfer		3/26/17
Wilson, Angelique	Recreation Coordinator	Probationary		4/10/17
<b>Police</b>				
Ahmed, Arsalan	Recruit Police Officer	Probationary		4/6/17
Fernandez, Mario	Recruit Police Officer	Probationary		4/6/17
Miljkovic, Svetlana	Communications Dispatcher		Resignation	4/8/17
Gross, Stacy	Community Service Officer II		Resignation	4/22/17
<b>Public Works</b>				
Nichols, Allen	Public Works Inspector	Probationary		4/10/17

**CITY OF SANTA CLARA CHANGE OF STATUS  
MONTH OF APRIL 2017  
MARCH 26, 2017 - APRIL 22, 2017**

ITEM II-B

Department	Position Classification	Type of Appointment	Type of Separation	Effective Date
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Appointments		Separations	
Probationary	9.00	Retirement	3.00
Unclassified Appointment	2.00	Resignation	2.00
Unclassified Promotion	1.00	Separation	1.00
Probationary/Promotion	3.00		
Transfer	2.00		
<b>MONTHLY TOTALS</b>	<b>17.00</b>		<b>6.00</b>



Ingrid Miranda  
Human Resources Management Analyst

Distribution: Original -

Director of Human Resources  
Civil Service Commission  
Assistant Director of Human Resources  
Building Maintenance Foreperson  
Network Computer Support Division Manager  
Applications Manager - Unisys

## RECRUITMENT ACTIVITY REPORT

MARCH 2017

Item II-C

Req #	Title	Department	Created
16040	Water & Sewer Maintenance Worker II	Water and Sewer Utilities	4/4/2016
16041	Pump Maintenance Technician - Water	Water and Sewer Utilities	4/4/2016
16047	Police Records Specialist II	Police	4/11/2016
16070	Cemetery Operations Superintendent	Parks and Recreation	5/19/2016
16071	Office Specialist III	Parks and Recreation	5/19/2016
16102	Street Maintenance Foreperson	Public Works/Streets Division	6/24/2016
16104	Equipment Operator	Public Works/Streets Division	6/24/2016
16106	Automotive Technician II	Public Works/Streets Division	6/24/2016
16110	Principal Planner	Public Works/Engineering	6/24/2016
16111	Mechanical Maintenance Foreperson	Building Maintenance	6/24/2016
16113	Mechanical Maintenance Worker	Building Maintenance	6/24/2016
16115	Community Service Officer I/II	Police	6/30/2016
16120	Office Specialist III	Water and Sewer Utilities	7/6/2016
16121	Utility Operations Engineer	Water and Sewer Utilities	7/7/2016
16123	Senior Water & Sewer System Operator	Water and Sewer Utilities	7/7/2016
16126	Communications Coordinator	City Manager's Office	7/18/2016
16132	Journey Lineworker Apprentice	Electric Utility	7/25/2016
16133	Journey Lineworker Apprentice	Electric Utility	7/25/2016
16134	Journey Lineworker Apprentice	Electric Utility	7/25/2016
16136	Purchasing Clerk	Finance	7/25/2016
16138	Electric Division Manager - Generation	Electric Utility	7/25/2016
16148	Literacy Advocate	Library	8/11/2016
16160	Office Records Specialist	City Clerk/City Auditor's Office	8/30/2016
16169	Electric Utility Programmer Analyst	Electric Utility	9/13/2016
16171	Staff Aide I	Police	1/25/2017
16182	Traffic Operations Engineer	Public Works/Engineering	10/17/2016
16187	Resource Analyst II	Electric Utility	10/27/2016
16189	Resource Analyst II	Electric Utility	10/27/2016
16190	Electric Utility Network Administrator	Electric Utility	10/31/2016
16191	Deputy Fire Marshal	Fire	11/8/2016
16196	Police Officer	Police	11/15/2016
16197	Police Records Specialist II	Police	11/15/2016
16198	Community Service Officer I	Police	11/15/2016
16209	Street Maintenance Worker III	Public Works/Streets Division	12/14/2016
16210	Troubleshooter	Electric Utility	12/15/2016
16211	Electric Crew Foreperson	Electric Utility	12/15/2016
17002	Street Maintenance Worker I	Public Works/Streets Division	1/5/2017
17004	Park Maintenance & Operations Supervisor	Parks and Recreation	1/6/2017
17005	Park Maintenance and Operations Supervisor	Parks and Recreation	1/6/2017
17006	Business Analyst	Finance	1/9/2017

## RECRUITMENT ACTIVITY REPORT

MARCH 2017

Item II-C

Reg #	Title	Department	Created
17008	Staff Aide I	City Clerk/City Auditor's Office	1/10/2017
17010	Management Analyst	Water and Sewer Utilities	1/12/2017
17013	Electric Meter Technician	Electric Utility	1/20/2017
17014	Office Specialist III	Parks and Recreation	1/20/2017
17015	Principal Engineering Aide - Civil	Public Works/Engineering	3/20/2017
17017	Business Analyst- Public Benefits	Electric Utility	1/24/2017
17018	Police Training Coordinator	Police	1/27/2017
17019	Staff Analyst I	Community Development	1/30/2017
17020	Plans Examiner	Community Development	1/31/2017
17021	Code Enforcement Technician	Public Works/Streets Division	2/8/2017
17024	Electrical Estimator	Electric Utility	2/23/2017
17025	Firefighter I	Fire	2/23/2017
17026	Equipment Operator	Water and Sewer Utilities	3/1/2017
17028	Assistant Water Superintendent	Water and Sewer Utilities	3/3/2017
17036	Grounds Maintenance Worker III	Parks and Recreation	3/9/2017
17037	Facilities Inspection Supervisor	Water and Sewer Utilities	3/13/2017
17039	Office Specialist IV	Community Development	3/17/2017
17040	Senior Engineering Aide	Electric Utility	3/23/2017
17032	Accounting Technician II	Finance	3/8/2017

## RECRUITMENT ACTIVITY REPORT

APRIL 2017

Item II-C

Req #	Title	Department	Created
16070	Cemetery Operations Superintendent	Parks and Recreation	5/19/2016
16071	Office Specialist III	Parks and Recreation	5/19/2016
16102	Street Maintenance Foreperson	Public Works/Streets Division	6/24/2016
16104	Equipment Operator	Public Works/Streets Division	6/24/2016
16106	Automotive Technician II	Public Works/Streets Division	6/24/2016
16110	Principal Planner	Public Works/Engineering	6/24/2016
16111	Mechanical Maintenance Foreperson	Building Maintenance	6/24/2016
16113	Mechanical Maintenance Worker	Building Maintenance	6/24/2016
16115	Community Service Officer I/II	Police	6/30/2016
16120	Office Specialist III	Water and Sewer Utilities	7/6/2016
16121	Utility Operations Engineer	Water and Sewer Utilities	7/7/2016
16123	Senior Water & Sewer System Operator	Water and Sewer Utilities	7/7/2016
16126	Communications Coordinator	City Manager's Office	7/18/2016
16132	Journey Lineworker Apprentice	Electric Utility	7/25/2016
16133	Journey Lineworker Apprentice	Electric Utility	7/25/2016
16134	Journey Lineworker Apprentice	Electric Utility	7/25/2016
16136	Purchasing Clerk	Finance	7/25/2016
16138	Electric Division Manager - Generation	Electric Utility	7/25/2016
16148	Literacy Advocate	Library	8/11/2016
16160	Office Records Specialist	City Clerk/City Auditor's Office	8/30/2016
16169	Electric Utility Programmer Analyst	Electric Utility	9/13/2016
16171	Staff Aide I	Police	1/25/2017
16182	Traffic Operations Engineer	Public Works/Engineering	10/17/2016
16187	Resource Analyst II	Electric Utility	10/27/2016
16189	Resource Analyst II	Electric Utility	10/27/2016
16190	Electric Utility Network Administrator	Electric Utility	10/31/2016
16191	Deputy Fire Marshal	Fire	11/8/2016
16196	Police Officer	Police	11/15/2016
16197	Police Records Specialist II	Police	11/15/2016
16198	Community Service Officer I	Police	11/15/2016
16209	Street Maintenance Worker III	Public Works/Streets Division	12/14/2016
16210	Troubleshooter	Electric Utility	12/15/2016
16211	Electric Crew Foreperson	Electric Utility	12/15/2016
17002	Street Maintenance Worker I	Public Works/Streets Division	1/5/2017
17004	Park Maintenance & Operations Supervisor	Parks and Recreation	1/6/2017
17005	Park Maintenance and Operations Supervisor	Parks and Recreation	1/6/2017
17006	Business Analyst	Finance	1/9/2017
17008	Staff Aide I	City Clerk/City Auditor's Office	1/10/2017
17010	Management Analyst	Water and Sewer Utilities	1/12/2017
17013	Electric Meter Technician	Electric Utility	1/20/2017

## RECRUITMENT ACTIVITY REPORT

APRIL 2017

Item II-C

Req #	Title	Department	Created
17014	Office Specialist III	Parks and Recreation	1/20/2017
17015	Principal Engineering Aide - Civil	Public Works/Engineering	3/20/2017
17017	Business Analyst- Public Benefits	Electric Utility	1/24/2017
17018	Police Training Coordinator	Police	1/27/2017
17019	Staff Analyst I	Community Development	1/30/2017
17020	Plans Examiner	Community Development	1/31/2017
17021	Code Enforcement Technician	Public Works/Streets Division	2/8/2017
17024	Electrical Estimator	Electric Utility	2/23/2017
17025	Firefighter I	Fire	2/23/2017
17026	Equipment Operator	Water and Sewer Utilities	3/1/2017
17028	Assistant Water Superintendent	Water and Sewer Utilities	3/3/2017
17036	Grounds Maintenance Worker III	Parks and Recreation	3/9/2017
17037	Facilities Inspection Supervisor	Water and Sewer Utilities	3/13/2017
17039	Office Specialist IV	Community Development	3/17/2017
17040	Senior Engineering Aide	Electric Utility	3/23/2017
17043	Grounds Maintenance Worker I	Parks and Recreation	4/6/2017
17044	Grounds Maintenance Worker I	Parks and Recreation	4/6/2017
17047	Senior Tree Trimmer	Public Works/Streets Division	4/24/2017
17032	Accounting Technician II	Finance	3/8/2017





**City of  
Santa Clara**  
The Center of What's Possible

**Item II-D**

Human Resources Department

**Memorandum**

---

**Date:** May 8, 2017

**To:** Civil Service Commission

**From:** Christine Heng, Human Resources Technician

**Subject:** Exam Review Report for March and April, 2017

In the month of March, Commissioner Mario Bouza reviewed the performance examination for Maintenance Worker I and the oral examination for Journey Lineworker Apprentice, and Commissioner Willie Brown reviewed the oral examination for Network Administrator.

In the above cases, the examinations were found to be job-related and appropriate.

A handwritten signature in black ink, appearing to be "Christine Heng".

Christine Heng  
Human Resources Technician

<p style="text-align: center;"><b>AGENDA REPORT</b> <b>CITY OF SANTA CLARA CIVIL SERVICE COMMISSION</b></p>
---

**DATE:** May 8, 2017

**TO:** Civil Service Commission

**FROM:** Director of Human Resources

**SUBJECT:** Request to Abolish the Eligible List for Community Service Officer I


**SUMMARY:** The current eligible list for Community Service Officer I was established on September 6, 2016 and is scheduled to expire one year later on September 6, 2017. Attached is a memorandum from the Chief of Police requesting to abolish the eligible list for Community Service Officer I.

The eligible list for Community Service Officer I was originally comprised of fourteen (14) candidates. All of the eligible candidates were contacted to participate in the Department interview and background process. The Police Department has determined through departmental interviews and the background process that the candidates remaining on the eligible list are not appropriate matches for the current vacancies. Abolishing the eligible list will give an opportunity for other qualified candidates to apply, giving the City the opportunity to select from a more current applicant pool.

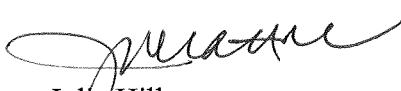
No recommendations are proposed for the job specification, the examination weight of Qualifying Written Examination and 100% Oral Examination, or the recruitment type of Open/Competitive.

**RECOMMENDATION:** Staff recommends the Civil Service Commission approve the request to abolish the eligible list for Community Service Officer I.


**PREPARED BY:**

  
Ada Chang  
Management Analyst

**APPROVED FOR CONTENT:**

  
Julia Hill  
Assistant Director of HR

**APPROVED:**

  
Elizabeth C. Brown  
Director of Human Resources



**City of  
Santa Clara**  
The Center of What's Possible

Police Department  
**Memorandum**

---

**Date:** May 2, 2017

**To:** Director of Human Resources

**From:** Chief of Police

**Subject:** Abolish Existing Community Service Officer I Eligibility List

The Police Department would like to request to abolish the current eligibility list for Community Service Officer I. The previous recruitment resulted in an unsuccessful background process for the fourteen candidates currently on the list, who have been interviewed and non-selected. Furthermore, by abolishing the list it will give an opportunity for other qualified candidates to apply, giving the City the opportunity to select from a more current applicant pool.

A handwritten signature in black ink, appearing to read "Michael J. Sellers".

Michael J. Sellers  
Chief of Police

**AGENDA REPORT**  
**CITY OF SANTA CLARA CIVIL SERVICE COMMISSION**

**DATE:** May 8, 2017

**TO:** Civil Service Commission

**FROM:** Director of Human Resources

**SUBJECT: Request to Modify Job Specification for Crime Analyst**

**SUMMARY:** The Police Department is anticipating an opening for the position of Crime Analyst in the upcoming fiscal year. The job specification for Crime Analyst was last approved in April 1999.

A job analysis was conducted to identify additions and changes to the job specification. The minimum qualifications section updated the education and experience requirements by revising the acceptable fields of study and clarifying the type of experience needed. Desirable Qualifications were added to reflect the current technological needs for this position. The Typical Duties section was changed to reflect the current tasks this position would perform, such as analytical analysis and reporting. The Knowledge, Skills, and Abilities section was updated to include additional analytical skills, interpersonal skills, and physical requirements.

There are no recommended changes to the recruitment type (Open/Competitive) or examination weighting (100% Oral Examination with Qualifying Written).

**RECOMMENDATION:** Staff recommends the Civil Service Commission approve the modified job specification for Crime Analyst.


**PREPARED BY:**

  
Ada Chang  
Management Analyst

**APPROVED FOR CONTENT:**

  
Juha Hill  
Assistant Director of HR

**APPROVED:**

  
Elizabeth C. Brown  
Director of Human Resources



**City of  
Santa Clara**  
The Center of What's Possible

Police Department  
**Memorandum**

---

**Date:** May 2, 2017

**To:** Director of Human Resources

**From:** Chief of Police

**Subject:** Request to Approve Modified Job Specification for Crime Analyst

The Police Department is requesting approval of the changes to the job specifications recommended for the Crime Analyst classification. The constant advancements in the industry make it imperative that the incumbent remain abreast with the most current technology, trend, and rules and regulations.

A handwritten signature in black ink, appearing to read "Michael J. Sellers".

Michael J. Sellers  
Chief of Police

**CITY OF SANTA CLARA, CALIFORNIA**  
**CRIME ANALYST**  
**(350)**

**EDUCATION AND EXPERIENCE**

Minimum Qualifications:

- A Bachelor's Degree from an accredited college or university in Public or Business Administration, Statistics, Criminal Justice, or approved related field; and
- Two (2) years of full time progressively responsible analytical work involving formulation analysis, evaluation, and implementation of research programs in the fields of criminal behavior or social science with prior law enforcement related experience.
- Computer proficiency with Windows, geographic information system mapping (ArcGIS), and database applications including Microsoft Excel and Access are required.

Desirable Qualifications:

- Familiarity with SQL, other database languages, and programs such as Crystal Reports is highly desirable.
- Experience with Microsoft Word, Microsoft PowerPoint, Adobe Acrobat Pro Suite, and exposure to other analytical programs such as i2 Analyst's Notebook, are desirable.

**LICENSE AND CERTIFICATION**

- Possession of a valid California Class C driver's license is required at the time of appointment and for the duration of employment.
- Certification in Crime and Intelligence Analysis is required prior to completion of the twelve month probationary period.

**TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

Under general supervision:

- Collects, organizes, analyzes, and disseminates data and statistics about criminal activity and known criminal offenders
- Accesses data utilizing a variety of in-house and governmental databases and prepares reports
- Identifies crime patterns/trends utilizing daily case review, computer databases, electronic spreadsheets, desktop publishing, word processing and statistical applications to analyze and present data
- Maintains a consistent and current understanding of laws and technology in assigned area of responsibility
- Creates written and oral presentations using maps, charts and graphs to inform department of emerging or existing crime series, patterns, and trends, as well as suspect and victim profiles
- Prepares a variety of reports such as crime information and patrol bulletins, monthly and quarterly activity summaries, department annual reports, and specific statistical/research

## **CRIME ANALYST (continued)**

reports as needed

- Disseminates information to appropriate personnel, including other governmental agencies, and the public, such as Clery Requests and other Public Records Acts requests
- Conducts written and oral briefings and presentations of analytical findings and conclusions to various groups
- Attends regional meetings and/or trainings for law enforcement personnel and shares information on crime series, patterns, new methodologies and developing tools with department
- Performs other related duties as assigned

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

- Principles and practices of research and analysis
- The distinction between crime patterns, series, and trends
- Crime codes, Uniform Crime Reports (UCR), radio language and/or National Incident-Based Reporting System (NIBRS) crime classifications
- Motives of crime and types of criminals
- Statistical mathematics
- Local, State, and Federal laws and codes
- Techniques used for written and oral presentations

Ability to:

- Communicate effectively, both orally and in writing, using proper English
- Understand and carry out written and oral instructions
- Deal tactfully with the public and make presentations to large groups of people
- Write crime trend reports
- Formulate conclusions based on analysis of intelligence data
- Read and interpret maps and geographical information
- Establish and maintain a cooperative working relationship with those contacted in the course of work, including the general public
- Work in a team-based environment and achieve common goals
- Operate computer applications with proficiency, including spreadsheet expertise and familiarity with law enforcement software
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Work in a stressful law enforcement environment
- Walk or stand for extended periods of time
- Bend, stoop, reach, carry, crawl, climb and lift as necessary to perform assigned duties

### **SUPERVISION RECEIVED**

Works under the general supervision of the Division Captain/Lieutenant or other supervisor as assigned.

### **SUPERVISION EXERCISED**

May supervise volunteers and/or interns. May assist in the training of other staff as assigned.

## **CRIME ANALYST (continued)**

### **OTHER REQUIREMENTS**

- Incumbents in this classification may be required to occasionally work overtime and odd and unusual hours.
- Candidates will be required to pass a comprehensive background examination including fingerprinting and may include psychological and polygraph screening.
- Must be able to perform all of the essential functions of the job assignment.



LEGEND:

*Additions*

~~Deletions~~

Approved April, 1999

Proposed May, 2017

**CITY OF SANTA CLARA, CALIFORNIA**  
**CRIME ANALYST**  
**(350)**

**EDUCATION AND EXPERIENCE**

*Minimum Qualifications:*

- ~~Education equivalent to a~~ *Bachelor's* ~~degree from an accredited college or university in~~ *Public or Business Administration, information management, Statistics, or Criminal Justice, or approved related field; from an accredited college or university and*
- ~~Two (2) years of full time progressively responsible~~ *experience-analytical work involving* formulation analysis, evaluation, and implementation of research programs in the fields of criminal behavior or social science *with prior law enforcement related experience.*
- ~~Computer proficiency in a PC/Personal Computer compatible environment with Windows,~~ *geographic information system mapping (ArcGIS), and database applications including Microsoft Excel and Access* ~~is are required.~~

*Desirable Qualifications:*

- ~~Proficiency in Windows, G.I.S. mapping, word processing, spreadsheet, and database applications~~ *Familiarity with SQL, other database languages, and programs such as Crystal Reports is highly desirable.*
- *Experience with Microsoft Word, Microsoft PowerPoint, Adobe Acrobat Pro Suite, and exposure to other analytical programs such as i2 Analyst's Notebook, are desirable.*

**LICENSE AND CERTIFICATION REQUIRED**

- ~~Possession of an appropriate~~ *valid California Class C driver's license is required at the time of appointment and for the duration of employment.*
- *Certification in Crime and Intelligence Analysis is required prior to completion of the twelve month probationary period.*

**SPECIAL CONDITIONS**

~~Requires a comprehensive background examination, including fingerprints. Incumbents of this classification may be required to occasionally work overtime and odd and unusual hours. The normal work schedule for the classification is a five day, eight hour per day schedule, which may be rotated on a regular basis between two different shifts.~~

**TYPICAL TASKS/DUTIES**

*Duties may include, but are not limited to, the following:*

~~Under general supervision: converts raw data into valid criminal intelligence information; analyzes data and determines trends in criminal activity; develops: crime/suspect and~~

## CRIME ANALYST (continued)

~~suspect/crime correlations, target profile analyses, individual computer files, and report tables; solves case problems related to various criminal events; responds to requests for crime analysis information relating to specific investigations; maintains contacts with Crime Analysts in surrounding jurisdictions for the purpose of information sharing; articulates crime problems to individuals and groups through written reports, charts, and graphs; provides crime analysis information for administrative, investigative, and patrol tactical level use; identifies crime patterns utilizing daily case review, computer information, and crime statistics comparison; advises personnel of crime patterns and anticipated criminal activity; prepares and distributes reports, charts, publications, and related material to track, display, and explain findings and report on crime analysis activities; coordinates data collection; performs data entry; testifies in court; and~~

- *Collects, organizes, analyzes, and disseminates data and statistics about criminal activity and known criminal offenders*
- *Accesses data utilizing a variety of in-house and governmental databases and prepares reports*
- *Identifies crime patterns/trends utilizing daily case review, computer databases, electronic spreadsheets, desktop publishing, word processing and statistical applications to analyze and present data*
- *Maintains a consistent and current understanding of laws and technology in assigned area of responsibility*
- *Creates written and oral presentations using maps, charts and graphs to inform department of emerging or existing crime series, patterns, and trends, as well as suspect and victim profiles*
- *Prepares a variety of reports such as crime information and patrol bulletins, monthly and quarterly activity summaries, department annual reports, and specific statistical/research reports as needed*
- *Disseminates information to appropriate personnel, including other governmental agencies, and the public, such as Clery Requests and other Public Records Acts requests*
- *Conducts written and oral briefings and presentations of analytical findings and conclusions to various groups*
- *Attends regional meetings and/or trainings for law enforcement personnel and shares information on crime series, patterns, new methodologies and developing tools with department*
- *Performs other related duties as assigned.*

## KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- *Principles and practices of research and analysis*
- ~~†~~*The distinction between crime patterns, series, and trends;*
- *Crime codes, Uniform Crime Reports (UCR), radio language and/or National Incident-Based Reporting System (NIBRS) crime classifications*
- ~~familiarity with m~~*Motives of crime and types of criminals;*
- ~~working knowledge of business English and s~~*Statistical mathematics.*
- *Local, State, and Federal laws and codes*
- *Techniques used for written and oral presentations*

## CRIME ANALYST (continued)

### Ability to:

- ~~spell correctly and to~~ Communicate effectively, both orally and in writing ~~ten form~~, using proper English;
- ~~u~~ Understand and carry out written and oral instructions;
- ~~d~~ Deal tactfully with the public and make presentations to large groups of people;
- ~~w~~ Write crime trend reports;
- ~~f~~ Formulate conclusions based on analysis of intelligence data;
- ~~r~~ Read and interpret maps and ~~geological-geographical~~ information;
- Establish and maintain a cooperative working relationship with those contacted in the course of work, including the general public
- Work in a team-based environment and achieve common goals
- ~~work with~~ Operate ~~personal computers~~ applications with proficiency, and perform data entry including spreadsheet expertise and ~~basic programming~~ familiarity with law enforcement software; and the ability to
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- ~~w~~ Work in a stressful law enforcement environment.
- Walk or stand for extended periods of time
- Bend, stoop, reach, carry, crawl, climb and lift as necessary to perform assigned duties

### SUPERVISION RECEIVED

Works under the general supervision of the *Division Captain/Lieutenant* ~~Police Information Services Manager~~ or other supervisor as assigned.

### SUPERVISION EXERCISED

May supervise volunteers and/or interns ~~assigned to the Crime Analysis Unit~~. May assist in the training of other ~~personnel-staff~~ as assigned.

### OTHER REQUIREMENTS

- Incumbents in this classification may be required to occasionally work overtime and odd and unusual hours.
- Candidates will be required to pass a comprehensive background examination including fingerprinting and may include psychological and polygraph screening.
- Must be able to perform all of the essential functions of the job assignment.

**AGENDA REPORT**  
**CITY OF SANTA CLARA CIVIL SERVICE COMMISSION**

**DATE:** May 8, 2017

**TO:** Civil Service Commission

**FROM:** Director of Human Resources

**SUBJECT:** Request to Adopt Job Specification, Recruitment Type and Examination Weighting for Deputy Fire Marshal I and Deputy Fire Marshal II


**SUMMARY:** The Fire Department has new budgeted positions for Deputy Fire Marshal I and Deputy Fire Marshal II. These new classifications were created as part of the fiscal year 2016-2017 Budget and will be included in Unit 1.

Attached is a memorandum from the Fire Chief requesting that the Commission approve the new job descriptions for Deputy Fire Marshal I and Deputy Fire Marshal II. The new job descriptions are reflective of the duties the incumbents will be expected to perform in fire prevention and/or hazardous materials programs, performing inspection and plan review services related to hazardous materials and fire and life safety. The Typical Duties and Knowledge, Skills, and Abilities sections for both classifications are similar, but they demonstrate that the Deputy Fire Marshal I is an entry level position that can be flexibly staffed into the journey level position of Deputy Fire Marshal II.

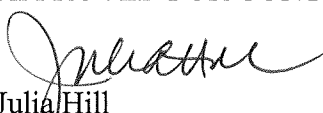
It is recommended that the recruitment type for Deputy Fire Marshal I be Open/Competitive and Deputy Fire Marshall II be Open/Promotional. It is also recommended that the exam weighting for both classifications be 100% Oral with a Qualifying Written Examination.

**RECOMMENDATION:** Staff recommends the Civil Service Commission approve the proposed job specifications for Deputy Fire Marshal I and Deputy Fire Marshal II, and establish the recruitment type for Deputy Fire Marshal I as Open/Competitive and Deputy Fire Marshal II as Open/Promotional, with an examination weighting of 100% Oral Examination with a Qualifying Written for both classification.


PREPARED BY:

  
Ada Chang  
Management Analyst

APPROVED FOR CONTENT:

  
Julia Hill  
Assistant Director of HR

APPROVED:

  
Elizabeth C. Brown  
Director of Human Resources



**City of  
Santa Clara**  
The Center of What's Possible

Fire Department  
**Memorandum**

---

**Date:** May 1, 2017

**To:** Director of Human Resources

**From:** Fire Chief

**Subject:** Request to Approve Job Specifications for Deputy Fire Marshal I and II

The Fire Department is requesting approval for the job specifications, recruitment type and examination weighting for the position of Deputy Fire Marshal I (DFM I), Deputy Fire Marshal II (DFM II) and Deputy Fire Marshal III (DFM III).

The DFM I, DFM II and DFM III positions will be assigned to the Fire Prevention Division of our Fire Department. The creation of the DFM I, II & III was a recommendation of the recent Staffing Study conducted by the Fire Department to provide upward promotional opportunity, while also allowing the department to retain talented employees who previously did not qualify for the position and were being lost to other organizations.

If you have any questions regarding this request, please contact Deputy Fire Chief J.D. Madden.

Thank you,

A handwritten signature in cursive script that reads "William G. Kelly".

William G. Kelly  
Fire Chief

**CITY OF SANTA CLARA, CALIFORNIA**  
**DEPUTY FIRE MARSHAL I**

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**EDUCATION AND EXPERIENCE:**

**Minimum Qualifications:**

- Graduation from an accredited college or university with a Bachelor's degree in Engineering, Fire Science, Chemistry, Environmental Science, Geology, Biology, or approved related field.

**Desirable Qualifications:**

- Experience in enforcement of the Fire, Building, or Environmental Regulations is desirable.
- Experience as a Federal, State, or local agency fire or hazardous materials inspector is desirable.

**LICENSES AND/OR CERTIFICATES**

- Possession of a valid California Class C driver's license is required at time of appointment and for the duration of employment.
- Completion of California Penal Code Section 832 training course and be qualified as a Peace Officer within six (6) months of appointment.
- 40-Hour Hazardous Waste Operations Emergency Response (HAZWOPER) within six (6) months of appointment.
- International Code Council (ICC) Fire Inspector I within twelve (12) months of appointment.
- California State Fire Training Fire Inspector I certification within twelve (12) months of appointment.
- California Aboveground Petroleum Storage Tank (APSA) Certification within twelve (12) months of appointment.
- International Code Council (ICC) California Underground Storage Tank Inspector Certification within twelve (12) months of appointment.
- California State Fire Training Fire Investigations I Certification within twenty-four months (24) of appointment.
- Incumbents shall be required to obtain and maintain any other licenses(s) and or certification(s) that may be required by future regulation by Federal, State, local and/or industry requirements.

**DISTINGUISHING CHARACTERISTICS**

This is the entry level classification in the sworn Deputy Fire Marshal series. Under direct supervision, the Deputy Fire Marshal I performs field and office work in fire prevention and/or hazardous materials programs performing inspection and plan review services related to hazardous materials and fire and life safety.

**TYPICAL DUTIES:**

Duties may include, but are not limited to, the following:

## **DEPUTY FIRE MARSHAL I (continued)**

Under supervision:

- Conducts inspections, interprets regulations and ordinances, and conducts enforcement for all occupancies for compliance related code and standards
- Conducts inspections and witness acceptance tests for fire protection systems including fire sprinklers, fire alarms, extinguishing systems, and hydrants
- Assists with the review of construction documents to ensure compliance with applicable regulations, code, and standards
- Prepares reports based on field notes; issues field orders, citations, and violation notices; conducts informal hearings; prepares reports for prosecution; provides testimony in prosecutorial proceedings; gathers evidence of violations and non-compliance
- May conduct comprehensive investigations during various hours of the day into the cause, origin and circumstances surrounding fires, fires of suspicious circumstances, fires involving fatalities, and those resulting in a large dollar loss
- May be required to give expert testimony in court cases involving inspection, enforcement, or investigation proceedings
- Makes presentations to the public, business groups, students/administrators/ educational institutions, and non-profit professional organizations
- Identifies locations of hazardous materials, hazardous waste generators, and onsite hazardous waste treatment units; inspects facilities for underground storage tank systems, hazardous materials/waste storage, use, and handling
- Enforces filing of hazardous materials inventory and emergency response plan, permit applications, financial responsibility and financial assurance notifications, forms and required documents
- Conducts environmental surveys, field investigations, monitoring programs, data collections, and chemical testing
- Collects samples and specimens for laboratory analysis and interprets laboratory findings
- Inspects users or generators of hazardous materials and wastes to ensure compliance with federal, state and local regulations
- Provides information to the public and employees regarding the storage, use and disposal of hazardous materials, and fire and building code requirements
- Conducts investigations into illegal dumping and unauthorized releases of hazardous materials/waste
- May be assigned to assist with emergency operations
- Performs other duties as assigned

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- Chemicals and their potential hazard individually and in combination with other chemicals
- Transportation, processing, storage and handling methods of hazardous materials and waste
- Principles and practices of fire prevention and hazardous materials management
- Principles of chemistry, analytical testing techniques and sampling techniques
- Building construction, including hazardous materials, alarm systems, sprinkler systems, standpipe systems and related systems

## **DEPUTY FIRE MARSHAL I (continued)**

- Local, State, and Federal laws, codes, regulations, and ordinances involving environmental protection
- Computerized systems for maintaining data and preparing reports and correspondence
- Environmental and safety practices, procedures and standards
- Research techniques, methods, procedures, and reporting

### **Ability to:**

- Understand laws, rules, and regulations pertaining to hazardous materials and waste
- Gather, analyze, and present data clearly
- Interpret and present findings in a clear, concise written form, including the creation and use of tables, charts, and graphics to summarize results
- Exercise independent judgment and initiative; analyze situations and make appropriate recommendations
- Work independently with minimal supervision
- Speak effectively before large groups of people
- Develop and conduct an effective public relations program on hazardous materials and waste
- Communicate requirements, policies, and decisions to the public and co-workers in an effective manner
- Communicate effectively, both orally and in writing, using correct English grammar, spelling and punctuation
- Follow and provide written and oral directions
- Carry out complex written instructions and prepare comprehensive and precise written reports
- Research, interpret, apply and explain laws, regulations, policies, and procedures
- Establish and maintain a cooperative working relationship with those contacted in the course of work, including the general public
- Work in a team-based environment and achieve common goals
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Read and interpret blueprints or construction drawings
- Perform heavy and hazardous physical labor, and wear protective clothing and breathing apparatus as required to perform inspections and investigations
- Bend, stoop, reach, carry, crawl, climb and lift up to 50 pounds as necessary to perform assigned duties

### **SUPERVISION RECEIVED**

Works under technical supervision of the Deputy Fire Marshal III, Assistant Fire Marshal or Fire Marshal.

### **SUPERVISION EXERCISED**

None.

### **OTHER REQUIREMENTS**

- Incumbents of this classification may be required to work shifts, weekends, unusual hours in emergency situations and to be available on an "on call" basis.



## **DEPUTY FIRE MARSHAL I (continued)**

- Candidates will be required to pass a City background investigation which will include fingerprinting and may include psychological and polygraph screening.
- Must be able to perform all the essential functions of the job assignment.

### **CONFLICT OF INTEREST**

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually and upon leaving office, in accordance with City Manager Directive 100.

**CITY OF SANTA CLARA, CALIFORNIA**  
**DEPUTY FIRE MARSHAL II**

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**EDUCATION AND EXPERIENCE**

Minimum Qualifications:

- Graduation from an accredited college or university with a Bachelor's degree in Engineering, Fire Science, Chemistry, Environmental Science, Biology, Geology, or approved related field; and
- Three (3) years recent experience in enforcement of the Fire, Building, or Environmental Regulations.

Desirable Qualifications:

- Experience as a Federal, State, or local agency fire or hazardous materials inspector is desirable.

**LICENSES AND/OR CERTIFICATES**

- Possession of a valid California Class C driver's license is required at time of appointment and for the duration of employment.
- California State Fire Training Fire Investigations I Certification at the time of application.
- Possession of the International Code Council (ICC) Fire Inspector I at the time of application.
- Completion of California Penal Code Section 832 training course and be qualified as a Peace Officer within six (6) month of appointment.
- 40-Hour Hazardous Waste Operations Emergency Response (HAZWOPER) within six (6) months of appointment.
- International Code Council (ICC) California Underground Storage Tank Inspector Certification within six (6) months of appointment.
- California Aboveground Petroleum Storage Tank (APSA) Certification within six (6) months of appointment.
- International Code Council Fire Inspector II within twelve within (12) months of appointment.
- California State Fire Training Fire Investigation 2A, 2B classes within twelve (12) months of appointment.
- Incumbents shall be required to obtain and maintain any other licenses(s) and or certification(s) that may be required by future regulation by Federal, State, local and/or industry requirements.

**DISTINGUISHING CHARACTERISTICS**

This is the journey level classification in the sworn Deputy Fire Marshal series. Under limited supervision, the Deputy Fire Marshal II performs field and office work in fire prevention and/or hazardous materials programs performing inspection and plan review services related to hazardous materials and fire and life safety. The incumbent will perform enforcement activities,

## **DEPUTY FIRE MARSHAL II (continued)**

including inspection and plan review services related to hazardous materials and fire and life safety.

### TYPICAL DUTIES:

Duties may include, but are not limited to, the following:

- Conducts inspections, interprets regulations and ordinances, and conducts enforcement for all occupancies for compliance related code and standards
- Conducts inspections and witness acceptance tests for fire protection systems including fire sprinklers, fire alarms, extinguishing systems, and hydrants
- Assists with the review of construction documents to ensure compliance with applicable regulations, code, and standards
- Prepares reports based on field notes; issues field orders, citations, and violation notices; conducts informal hearings; prepares reports for prosecution; provides testimony in prosecutorial proceedings; gathers evidence of violations and non-compliance
- Conducts comprehensive investigations during various hours of the day into the cause, origin and circumstances surrounding fires, fires of suspicious circumstances, fires involving fatalities, and those resulting in a large dollar loss
- Gives expert testimony in court cases involving inspection, enforcement, or investigation proceedings
- Makes presentations to the public, business groups, students/administrators/ educational institutions, and non-profit professional organizations
- Identifies locations of hazardous materials, hazardous waste generators, and onsite hazardous waste treatment units; inspect facilities for underground storage tank systems, hazardous materials/waste storage, use, and handling
- Enforces filing of hazardous materials inventory and emergency response plan, permit applications, financial responsibility and financial assurance notifications, forms and required documents
- Conducts environmental surveys, field investigations, monitoring programs, data collections, and chemical testing
- Collects samples and specimens for laboratory analysis and interpret laboratory findings
- Inspects users or generators of hazardous materials and wastes to ensure compliance with federal, state and local regulations
- Provides information to the public and employees regarding the storage, use and disposal of hazardous materials, and fire and building code requirements
- Conducts investigations into illegal dumping and unauthorized releases of hazardous materials/waste
- May be assigned to assist with emergency operations
- Performs other duties as assigned

### KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Chemicals and their potential hazard individually, and in combination with other chemicals
- Transportation, processing, storage, and handling methods of hazardous materials and waste
- Principles and practices of fire prevention and hazardous materials management

## **DEPUTY FIRE MARSHAL II (continued)**

- Principles of chemistry, analytical testing techniques and sampling techniques
- Building construction, including hazardous materials, alarm systems, sprinkler systems, standpipe systems and related systems
- Local, State, and Federal laws, codes, regulations, and ordinances involving environmental protection
- Computerized systems for maintaining data and preparing reports and correspondence
- Environmental and safety practices, procedures and standards
- Supervisory techniques and methods of motivating staff to perform efficiently
- Research techniques, methods, procedures, and reporting

### **Ability to:**

- Understand laws, rules, and regulations pertaining to hazardous materials and waste
- Gather, analyze, and present data clearly
- Interpret and present findings in a clear, concise written form, including the creation and use of tables, charts, and graphics to summarize results
- Exercise independent judgment and initiative; analyze situations and make appropriate recommendations
- Work independently with minimal supervision
- Speak effectively before large groups of people
- Develop and conduct an effective public relations program on hazardous materials and waste
- Communicate requirements, policies, and decisions to the public, co-workers, and subordinates in an effective manner
- Communicate effectively, both orally and in writing, using correct English grammar, spelling and punctuation
- Follow and provide written and oral directions
- Carry out complex written instructions and prepare comprehensive and precise written reports
- Plan, assign, supervise and review the work of fire department staff, as assigned
- Research, interpret, apply and explain laws, regulations, policies, and procedures
- Establish and maintain a cooperative working relationship with those contacted in the course of work, including the general public
- Work in a team-based environment and achieve common goals
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Read and interpret blueprints or construction drawings
- Perform heavy and hazardous physical labor, and wear protective clothing and breathing apparatus as required to perform inspections and investigations
- Bend, stoop, reach, carry, crawl, climb and lift up to 50 pounds as necessary to perform assigned duties

### **SUPERVISION RECEIVED**

Works under technical supervision of the Deputy Fire Marshal III, Assistant Fire Marshal or Fire Marshal.

## **DEPUTY FIRE MARSHAL II (continued)**

### **SUPERVISION EXERCISED**

May supervise staff assigned to work in the Fire Prevention and Hazardous Materials Divisions or under any of his/her areas of responsibility.

### **OTHER REQUIREMENTS**

- Incumbents of this classification may be required to work shifts, weekends, unusual hours in emergency situations and to be available on an "on call" basis.
- Candidates will be required to pass a City background investigation which will include fingerprinting and may include psychological and polygraph screening.
- Must be able to perform all the essential functions of the job assignment.

### **CONFLICT OF INTEREST**

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually and upon leaving office, in accordance with City Manager Directive 100.

<p style="text-align: center;"><b>AGENDA REPORT</b> <b>CITY OF SANTA CLARA CIVIL SERVICE COMMISSION</b></p>
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**DATE:** May 8, 2017

**TO:** Civil Service Commission

**FROM:** Director of Human Resources

**SUBJECT:** Request to Adopt Job Specification, Recruitment Type and Examination Weighting for Deputy Fire Marshal III

**SUMMARY:** The Fire Department has a new budgeted position for Deputy Fire Marshal III. This new classification was created as part of the fiscal year 2016-2017 Budget and will be included in Unit 1.

Attached is a memorandum from the Fire Chief requesting that the Commission approve the new job description for Deputy Fire Marshal III. The new job description reflects the duties the incumbent will be expected to perform as it pertains to managing and directing employees in emergency and non-emergency operations, and supporting the Assistant Fire Marshal and Fire Marshal. The incumbent will need to exercise independent judgment and discretion, and demonstrate technical expertise and supervisory skills in the Fire Prevention and Hazardous Materials Division.

It is recommended that the recruitment type for Deputy Fire Marshal III be Open/Promotional. It is also recommended that the exam weighting be set as 100% Oral Examination.

**RECOMMENDATION:** Staff recommends the Civil Service Commission approve the proposed job specification for Deputy Fire Marshal III, and establish the recruitment type as Open/Promotional, with an examination weighting of 100% Oral Examination.


PREPARED BY:

  
Ada Chang  
Management Analyst

APPROVED FOR CONTENT:

  
Julia Hill  
Assistant Director of HR

APPROVED:

  
Elizabeth C. Brown  
Director of Human Resources



**City of  
Santa Clara**  
The Center of What's Possible

Fire Department  
**Memorandum**

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**Date:** May 1, 2017

**To:** Director of Human Resources

**From:** Fire Chief

**Subject:** Request to Approve Job Specifications for Deputy Fire Marshal I and II

The Fire Department is requesting approval for the job specifications, recruitment type and examination weighting for the position of Deputy Fire Marshal I (DFM I), Deputy Fire Marshal II (DFM II) and Deputy Fire Marshal III (DFM III).

The DFM I, DFM II and DFM III positions will be assigned to the Fire Prevention Division of our Fire Department. The creation of the DFM I, II & III was a recommendation of the recent Staffing Study conducted by the Fire Department to provide upward promotional opportunity, while also allowing the department to retain talented employees who previously did not qualify for the position and were being lost to other organizations.

If you have any questions regarding this request, please contact Deputy Fire Chief J.D. Madden.

Thank you,

A handwritten signature in cursive script that reads "William G. Kelly".

William G. Kelly  
Fire Chief

**CITY OF SANTA CLARA, CALIFORNIA**  
**DEPUTY FIRE MARSHAL III**

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**EDUCATION AND EXPERIENCE**

**Minimum Qualifications:**

- Graduation from an accredited college or university with a Bachelor's degree in Engineering, Fire Science, Chemistry, Environmental Health, Biology, or approved related field; and
- Six (6) years recent experience in enforcement of the Fire, Building, or Environmental Regulations.

**Desirable Qualifications:**

- Experience as a Federal, State, or local agency fire or hazardous materials inspector is desirable.
- Supervisory or management experience is desirable.

**LICENSES AND/OR CERTIFICATES**

- Possession of a valid California Class C driver's license is required at time of appointment and for the duration of employment.
- Completion of California Penal Code Section 832 training course and be qualified as a Peace Officer at the time of application.
- California State Fire Training Fire Investigations I Certification at the time of application.
- California State Fire Training Fire Inspector I and II certification at the time of application.
- California Aboveground Petroleum Storage Tank (APSA) Certification at the time of application.
- International Code Council (ICC) California Underground Storage Tank Inspector Certification at the time of application.
- 40-Hour Hazardous Waste Operations Emergency Response (HAZWOPER) within six (6) months of appointment.
- International Association of Arson Investigators Fire Investigator Technician Certification within twelve (12) month of appointment.
- International Code Council (ICC) Plan Examiner Certification at the time of application.
- Incumbents shall be required to obtain and maintain any other licenses(s) and or certification(s) that may be required by future regulation by Federal, State, local and/or industry requirements.

**DISTINGUISHING CHARACTERISTICS**

This is the advanced-level classification in the sworn Deputy Fire Marshal series providing general supervision of staff. An incumbent in this classification at times exercises independent judgment and discretion; manages and directs employees at emergency and non-emergency operations; helps in formulating administrative policies for the effective use of assigned personnel; and actively supports the direction established by the Assistant Fire Marshal and Fire Marshal.



## **DEPUTY FIRE MARSHAL III (continued)**

### **TYPICAL DUTIES:**

Duties may include, but are not limited to, the following:

- Assists the Fire Marshal and Assistant Fire Marshal in the management of the Fire Prevention and Hazardous Materials Division
- Provides oversight and conducts inspections, interprets regulations and ordinances, and conducts enforcement for all occupancies for compliance related code and standards
- Provides oversight and conducts inspections and witness acceptance tests for fire protection systems including fire sprinklers, fire alarms, extinguishing systems, and hydrants
- Provides oversight and assists with the review of construction documents to ensure compliance with applicable regulations, code, and standards
- Reviews and prepares reports based on field notes; issues field orders, citations, and violation notices; conducts informal hearings; prepare reports for prosecution; provides testimony in prosecutorial proceedings; gathers evidence of violations and non-compliance
- Identifies locations of hazardous materials, hazardous waste generators, and onsite hazardous waste treatment units; inspects facilities for underground storage tank systems, hazardous materials/waste storage, use, and handling
- Enforces filing of hazardous materials inventory and emergency response plans, permit applications, financial responsibility and financial assurance notifications, forms and required documents
- Reviews and conducts environmental surveys, field investigations, monitoring programs, data collections, and chemical testing
- Collects samples and specimens for laboratory analysis and interprets laboratory findings
- Inspects users or generators of hazardous materials and wastes to ensure compliance with federal, state and local regulations
- Provides information to the public and employees regarding the storage, use and disposal of hazardous materials, and fire and building code requirements
- Conducts investigation into illegal dumping and unauthorized release of hazardous materials/waste
- Gives expert testimony in court cases involving inspection, enforcement, or investigation proceedings
- Supervises, and conducts comprehensive investigations during various hours of the day into the cause, origin and circumstances surrounding fires, fires of suspicious circumstances, fires involving fatalities, and those resulting in a large dollar loss
- Makes presentations to the public, business groups, students/administrators/ educational institutions, and non-profit professional organizations
- Manages Weed Abatement program
- May be assigned to assist with emergency operations
- Performs other duties as assigned

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- Chemicals and their potential hazard individually, and in combination with other chemicals
- Transportation, processing, storage, and handling methods of hazardous materials and waste
- Principles and practices of fire prevention and hazardous materials management

### **DEPUTY FIRE MARSHAL III (continued)**

- Principles of chemistry, analytical testing techniques and sampling techniques
- Building construction, including hazardous materials, alarm systems, sprinkler systems, standpipe systems and related systems
- Local, state, and federal laws, codes, regulations, and ordinances involving environmental protection
- Computerized systems for maintaining data and preparing reports and correspondence
- Environmental and safety practices, procedures and standards
- Supervisory techniques and methods of motivating staff to perform efficiently
- Research techniques, methods, procedures, and reporting

#### **Ability to:**

- Understand laws, rules, and regulations pertaining to hazardous materials and waste
- Gather, analyze, and present data clearly
- Interpret and present findings in a clear, concise written form, including the creation and use of tables, charts, and graphics to summarize results
- Exercise independent judgment and initiative; analyze situations and make appropriate recommendations
- Work independently with minimal supervision
- Speak effectively before large groups of people
- Develop and conduct an effective public relations program on hazardous materials and waste
- Communicate requirements, policies, and decisions to the public and co-workers in an effective manner
- Communicate effectively, both orally and in writing, using correct English grammar, spelling and punctuation
- Follow and provide written and oral directions
- Carry out complex written instructions and prepare comprehensive and precise written reports
- Plan, assign, supervise and review the work of fire department staff
- Research, interpret, apply and explain laws, regulations, policies, and procedures
- Establish and maintain a cooperative working relationship with those contacted in the course of work, including the general public
- Work in a team-based environment and achieve common goals
- Effectively handle multiple priorities, organize workload and meet strict deadlines
- Read and interpret blueprints or construction drawings
- Perform heavy and hazardous physical labor, and wear protective clothing and breathing apparatus as required to perform inspections and investigations
- Bend, stoop, reach, carry, crawl, climb and lift up to 50 pounds as necessary to perform assigned duties

#### **SUPERVISION RECEIVED**

Works under technical supervision of the Fire Marshal or Assistant Fire Marshal.

#### **SUPERVISION EXERCISED**

Supervises staff assigned to work in the Fire Prevention and Hazardous Materials Divisions or under any of his/her areas of responsibility.

## **DEPUTY FIRE MARSHAL III (continued)**

### **OTHER REQUIREMENTS**

- Incumbents of this classification may be required to work shifts, weekends, unusual hours in emergency situations and to be available on an "on call" basis.
- Candidates will be required to pass a City background investigation which will include fingerprinting and may include psychological and polygraph screening.
- Must be able to perform all the essential functions of the job assignment.

### **CONFLICT OF INTEREST**

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually and upon leaving office, in accordance with City Manager Directive 100.

<p style="text-align: center;"><b>AGENDA REPORT</b> <b>CITY OF SANTA CLARA CIVIL SERVICE COMMISSION</b></p>
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**DATE:** May 8, 2017

**TO:** Civil Service Commission

**FROM:** Director of Human Resources

**SUBJECT:** Request to Modify Job Specification for Firefighter I


**SUMMARY:** The Fire Department is conducting a recruitment for the position of Firefighter I. The job specification for Firefighter I was last approved in March 2017.

The Fire Department would like to update the Emergency Medical Technician (EMT) requirement from an EMT-I certificate to an EMT license, as well as require a California Class C driver's license at the time of appointment rather than at the time of application. By updating the EMT requirement to an EMT license, we ensure that candidates have gone through the entire licensure process and are qualified to work as an EMT; a certificate only indicates that candidates have completed necessary classwork to begin the process of obtaining an EMT license. By updating the driver's license requirement to the time of appointment rather than application, we open up the recruitment to viable out of state applicants.


There are no recommended changes to the recruitment type (Open/Competitive) or examination weighting (100% Oral Examination with Qualifying Written, Oral, and Performance Examinations).

**RECOMMENDATION:** Staff recommends the Civil Service Commission approve the modified job specification for Firefighter I.


**PREPARED BY:**

  
Ada Chang  
Management Analyst

**APPROVED FOR CONTENT:**

  
Julia Hill  
Assistant Director of HR

**APPROVED:**

  
Elizabeth C. Brown  
Director of Human Resources

**CITY OF SANTA CLARA, CALIFORNIA**  
**FIREFIGHTER I**  
**(487)**

**EDUCATION AND EXPERIENCE**

Minimum Qualifications:

- Graduation from high school or possession of a GED
- No experience is required

Desirable Qualifications:

- Demonstrated proficiency in a second language, in accordance with the City's needs
- Military experience, journey-level status in the building construction trades, or other work experience relevant to the fire service
- Community service experience
- Completion of thirty (30) or more units of coursework in Fire Science/Technology at an accredited college
- An associate's or higher-level degree from an accredited college or university

**LICENSES AND/OR CERTIFICATES**

- A valid State of California Emergency Medical Technician (EMT) license is required at time of application
- A valid California Firefighter Joint Apprenticeship Committee (CFFJAC) Candidate Physical Ability Test (CPAT) card issued within 6 months prior to the date of hire
- Successful completion of a City of Santa Clara approved Fire Academy is required within 4 months of appointment
- Possession of a valid California Class C driver's license is required at time of appointment. A valid California Class C driver's license with Firefighter endorsements is required within 24 months of appointment
- All of the listed licenses and certifications must be maintained as a condition of continued employment in this classification for as long as they are required

The following are desirable:

- Possession of a valid California Paramedic (EMT-P) license (required prior to appointment to a Paramedic assignment)
- A valid California Class A or B commercial driver's license

**PHYSICAL REQUIREMENTS**

- At least 21 years of age
- Weight in proportion to height and willing to have weight and personal measurements taken
- Able to distinguish primary colors (red, green, amber), each eye free of any abnormal condition or disease which might affect performance of job duties, visual acuity in each eye of at least 20/50 vision (uncorrected) and 20/30 (corrected), and normal night vision
- Normal hearing without correction in both ears

## **FIREFIGHTER I (continued)**

- Free from disabling speech impediments, disabling neuroses or psychoses, and disabling physical conditions or diseases
- Strength and physical abilities necessary to perform the duties of a Firefighter I. A valid CFFJAC CPAT card issued within 6 months prior to the date of hire is required.

### **DISTINGUISHING CHARACTERISTICS**

The Firefighter is the entry level classification in the Firefighter series. An incumbent in this classification responds to fire alarms, performs rescue services, and protects life and property endangered by fire. When qualified and assigned, Firefighters may be assigned to paramedic duties. The Firefighter I classification shall apply to persons hired in the Firefighter job series after Civil Service Commission approval of this job description.

### **TYPICAL DUTIES:**

Duties may include, but are not limited to, the following:

- Responds to routine calls and emergencies for protection of life and property
- Assists in all phases of firefighting operations and medical emergencies as directed
- Operates firefighting and first aid equipment, including two-way radios
- Maintains and inspects equipment and makes minor adjustments and repairs to same
- Assists in the maintenance and clean-up in and about fire stations and other Department facilities
- Communicates with the public and other City employees, answering general questions and providing information as necessary
- Identifies fire hazards and conducts or assists in fire inspections of buildings within the City as directed
- Interprets Department training evolutions and assists in the training of regular and volunteer fire personnel
- Conducts or participates in Fire Department demonstrations as directed
- Participates in special Department programs and projects as directed
- Carries out City and Department rules and regulations, policies and procedures
- Maintains good relations with the public, works and cooperates with other City employees
- Participates in and/or directs Department physical fitness activities
- Attends special schools, conferences, seminars, etc. as required by the Department or City
- May act as Driver/Engineer and assume the responsibilities of that position on an assigned shift
- Works in assigned Fire Division, at an assigned station, on an assigned shift, as determined by the Department
- Performs other related duties as assigned

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

- Basic mathematics and mechanical principles

Ability to:

- Learn and apply firefighting and rescue methods and techniques;
- Learn the basic operation, mechanics, and maintenance of firefighting equipment and fire

## **FIREFIGHTER I (continued)**

apparatus

- Learn to drive fire apparatus with care and safety in accordance with the California Code during emergency and non-emergency situations
- Learn the geography of the City
- Learn pertinent federal, state, and local laws and regulations
- Evaluate situations, identify problems, and exercise initiative and sound independent judgment within established guidelines
- Identify fire hazards and conduct inspections
- Interpret, understand and carry out City and Department rules and regulations, policies, procedures and training evolutions
- Read and interpret maps, run cards, and pre-fire plan drawings
- Interpret and follow oral and written instructions
- Communicate clearly and effectively, both verbally and in writing by using correct English grammar, spelling, and punctuation
- Establish and maintain courteous and effective working relationships with those contacted in the course of work, including City staff, members of other governmental agencies, and the general public
- Work effectively as part of a group or team to achieve common goals
- Maintain professionalism and composure at all times, including stressful situations
- Take direction and follow established policies and procedures
- Demonstrate physical endurance, agility, strength, and stamina in the performance of duties

In addition, the following Knowledge, Skills, and Abilities are required for a Paramedic assignment:

Knowledge of:

- Advanced Life Support pre-hospital emergency care techniques, principles, and practices
- Basic human anatomy and physiology
- Medical terminology, techniques and analytical processes used in the description and assessment of patient status
- Categories, applications, contraindications, and appropriate dosage levels
- Procedures and equipment used in vital sign monitoring
- Symptoms of impaired cardiac and respiratory functioning, altered states of consciousness, various types of toxicity and poisoning, shock and common diseases

Ability to:

- Use and manipulate tools, medical equipment and conditions at the scene
- Determine appropriate basic and advanced life support procedures
- Make paramedical decisions rapidly and under stressful conditions
- Perform basic and advanced life support procedures including cardiac and pulmonary resuscitation, cardiac monitoring and defibrillation, trauma response, and administration of medications
- Communicate technical information effectively with those encountered in the course of the work

## **FIREFIGHTER I (continued)**

### SUPERVISION RECEIVED

Receives general supervision from a Fire Captain or other supervisor as assigned.

### SUPERVISION EXERCISED

May assist in the training of new and/or volunteer personnel.

### OTHER REQUIREMENTS

- Typically assigned to a 56-hour workweek (24-hour shifts); may be assigned to a 40-hour workweek as required
- May be required to work odd and unusual hours, including weekends and designated holidays and to be subject to call-back in the performance of job duties
- Must be able to perform all of the essential functions of the job assignment



LEGEND:

*Additions*

~~Deletions~~

Approved March, 2017

Proposed May, 2017

**CITY OF SANTA CLARA, CALIFORNIA**  
**FIREFIGHTER I**  
**(487)**

**EDUCATION AND EXPERIENCE**

Minimum Qualifications:

- Graduation from high school or possession of a GED
- No experience is required

Desirable Qualifications:

- Demonstrated proficiency in a second language, in accordance with the City's needs
- Military experience, journey-level status in the building construction trades, or other work experience relevant to the fire service
- Community service experience
- Completion of thirty (30) or more units of coursework in Fire Science/Technology at an accredited college
- An associate's or higher-level degree from an accredited college or university

**LICENSES AND/OR CERTIFICATES**

- A valid State of California Emergency Medical Technician —~~I~~(EMT-I) ~~certificate~~—*license* is required at time of application
- A valid California Firefighter Joint Apprenticeship Committee (CFFJAC) Candidate Physical Ability Test (CPAT) card issued within 6 months prior to the date of hire
- Successful completion of a City of Santa Clara approved Fire Academy is required within 4 months of appointment
- Possession of a valid California Class C driver's license is required at time of ~~application~~*appointment*. A valid California Class C driver's license with Firefighter endorsements is required within 24 months of appointment
- All of the listed licenses and certifications must be maintained as a condition of continued employment in this classification for as long as they are required

The following are desirable:

- Possession of a valid California Paramedic (EMT-P) license (required prior to appointment to a Paramedic assignment)
- A valid California Class A or B commercial driver's license

**PHYSICAL REQUIREMENTS**

- At least 21 years of age
- Weight in proportion to height and willing to have weight and personal measurements taken
- Able to distinguish primary colors (red, green, amber), each eye free of any abnormal

## **FIREFIGHTER I (continued)**

condition or disease which might affect performance of job duties, visual acuity in each eye of at least 20/50 vision (uncorrected) and 20/30 (corrected), and normal night vision

- Normal hearing without correction in both ears
- Free from disabling speech impediments, disabling neuroses or psychoses, and disabling physical conditions or diseases
- Strength and physical abilities necessary to perform the duties of a Firefighter I. A valid CFFJAC CPAT card issued within 6 months prior to the date of hire is required.

### **DISTINGUISHING CHARACTERISTICS**

The Firefighter is the entry level classification in the Firefighter series. An incumbent in this classification responds to fire alarms, performs rescue services, and protects life and property endangered by fire. When qualified and assigned, Firefighters may be assigned to paramedic duties. The Firefighter I classification shall apply to persons hired in the Firefighter job series after Civil Service Commission approval of this job description.

### **TYPICAL DUTIES:**

Duties may include, but are not limited to, the following:

- Responds to routine calls and emergencies for protection of life and property
- Assists in all phases of firefighting operations and medical emergencies as directed
- Operates firefighting and first aid equipment, including two-way radios
- Maintains and inspects equipment and makes minor adjustments and repairs to same
- Assists in the maintenance and clean-up in and about fire stations and other Department facilities
- Communicates with the public and other City employees, answering general questions and providing information as necessary
- Identifies fire hazards and conducts or assists in fire inspections of buildings within the City as directed
- Interprets Department training evolutions and assists in the training of regular and volunteer fire personnel
- Conducts or participates in Fire Department demonstrations as directed
- Participates in special Department programs and projects as directed
- Carries out City and Department rules and regulations, policies and procedures
- Maintains good relations with the public, works and cooperates with other City employees
- Participates in and/or directs Department physical fitness activities
- Attends special schools, conferences, seminars, etc. as required by the Department or City
- May act as Driver/Engineer and assume the responsibilities of that position on an assigned shift
- Works in assigned Fire Division, at an assigned station, on an assigned shift, as determined by the Department
- Performs other related duties as assigned

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:

- Basic mathematics and mechanical principles

## **FIREFIGHTER I (continued)**

Ability to:

- Learn and apply firefighting and rescue methods and techniques;
- Learn the basic operation, mechanics, and maintenance of firefighting equipment and fire apparatus
- Learn to drive fire apparatus with care and safety in accordance with the California Code during emergency and non-emergency situations
- Learn the geography of the City
- Learn pertinent federal, state, and local laws and regulations
- Evaluate situations, identify problems, and exercise initiative and sound independent judgment within established guidelines
- Identify fire hazards and conduct inspections
- Interpret, understand and carry out City and Department rules and regulations, policies, procedures and training evolutions
- Read and interpret maps, run cards, and pre-fire plan drawings
- Interpret and follow oral and written instructions
- Communicate clearly and effectively, both verbally and in writing by using correct English grammar, spelling, and punctuation
- Establish and maintain courteous and effective working relationships with those contacted in the course of work, including City staff, members of other governmental agencies, and the general public
- Work effectively as part of a group or team to achieve common goals
- Maintain professionalism and composure at all times, including stressful situations
- Take direction and follow established policies and procedures
- Demonstrate physical endurance, agility, strength, and stamina in the performance of duties

In addition, the following Knowledge, Skills, and Abilities are required for a Paramedic assignment:

Knowledge of:

- Advanced Life Support pre-hospital emergency care techniques, principles, and practices
- Basic human anatomy and physiology
- Medical terminology, techniques and analytical processes used in the description and assessment of patient status
- Categories, applications, contraindications, and appropriate dosage levels
- Procedures and equipment used in vital sign monitoring
- Symptoms of impaired cardiac and respiratory functioning, altered states of consciousness, various types of toxicity and poisoning, shock and common diseases

Ability to:

- Use and manipulate tools, medical equipment and conditions at the scene
- Determine appropriate basic and advanced life support procedures
- Make paramedical decisions rapidly and under stressful conditions
- Perform basic and advanced life support procedures including cardiac and pulmonary resuscitation, cardiac monitoring and defibrillation, trauma response, and administration of medications
- Communicate technical information effectively with those encountered in the course of the

## **FIREFIGHTER I (continued)**

work

### **SUPERVISION RECEIVED**

Receives general supervision from a Fire Captain or other supervisor as assigned.

### **SUPERVISION EXERCISED**

May assist in the training of new and/or volunteer personnel.

### **OTHER REQUIREMENTS**

- Typically assigned to a 56-hour workweek (24-hour shifts); may be assigned to a 40-hour workweek as required
- May be required to work odd and unusual hours, including weekends and designated holidays and to be subject to call-back in the performance of job duties
- Must be able to perform all of the essential functions of the job assignment

<p style="text-align: center;"><b>AGENDA REPORT</b> <b>CITY OF SANTA CLARA CIVIL SERVICE COMMISSION</b></p>
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**DATE:** May 8, 2017

**TO:** Civil Service Commission

**FROM:** Director of Human Resources

**SUBJECT:** Request to Modify Recruitment Type for Traffic Operations Engineer

**SUMMARY:** The Public Works Department will soon conduct a recruitment for the position of Traffic Operations Engineer.

The job specification was last revised in March 2017. The recruitment type was mistakenly identified as Open/Competitive, which is typically used for entry level classified positions. The position of Traffic Operations Engineer is a journey level classification and should have a recruitment type of Open/Promotional. Changing the recruitment type to Open/Promotional will provide permanent City employees five (5) promotional points added to their final score at the completion of testing.

There are no recommended changes to the examination weighting (100% Oral examination) for this classification.

**RECOMMENDATION:** Staff recommends the Civil Service Commission approve the modified recruitment type to Open/Promotional for Traffic Operations Engineer.

PREPARED BY:

APPROVED FOR CONTENT:

APPROVED:



Christine Doan  
HR Technician



Julia Hill  
Human Resources Assistant Director



Elizabeth C. Brown  
Director of Human Resources

**INTEROFFICE MEMORANDUM  
CITY OF SANTA CLARA**

**DATE:** April 10, 2017

**TO:** Elizabeth Brown, Director of Human Resources

**FROM:** Dennis Ng, Traffic Engineer

**SUBJECT:** Request to Modify Recruitment Type for Traffic Operations Engineer

The Public Works Department with Human Resources evaluated the current recruitment type and identified a need to modify it to allow the Public Works Department to promote current City employees once they have satisfactorily met the requirements and completed probation. It is requested to change the recruitment type from Open/Competitive to Open/Promotional.

The Public Works Department is requesting that the Civil Service Commission approve the recruitment type change for the Traffic Operations Engineer.

<p style="text-align: center;"><b>AGENDA REPORT</b> <b>CITY OF SANTA CLARA CIVIL SERVICE COMMISSION</b></p>
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**DATE:** May 8, 2017

**TO:** Civil Service Commission

**FROM:** Director of Human Resources

**SUBJECT:** Request to Modify Job Specification for Business Analyst

**SUMMARY:** The Electric Department and Finance Department will soon conduct a recruitment for the position of Business Analyst. The job specification for Business Analyst was last approved in March 2007. A job analysis was conducted to identify additions and changes to the job specification for both departments.

A possible substitution for the minimum qualifications was added for an Associate's Degree combined with additional specific experience. The Finance Department added a desirable qualification for experience with utility billing, collection programs, advanced metering and analysis programs. Both departments added several typical tasks specific for the Business Analyst position.

There are no recommended changes to the recruitment type (Open/Competitive) or examination weighting (100% Oral/Qualifying Supplemental).

**RECOMMENDATION:** Staff recommends the Civil Service Commission approve the modified job specification for Business Analyst.

PREPARED BY:

APPROVED FOR CONTENT:

APPROVED:



Vicki Sapp  
Sr. HR Technician



Julia Hill  
Human Resources Assistant Director



Elizabeth C. Brown  
Director of Human Resources



**City of  
Santa Clara**  
The Center of What's Possible

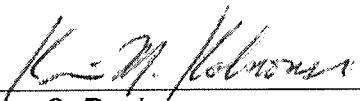


## INTEROFFICE MEMORANDUM

**Date:** April 24, 2017  
**To:** Director of Human Resources  
**From:** Director of Electric Utility  
**Subject:** Request to Approve Revised Job Specifications for Business Analyst, Sr.  
Engineering Aide and Assistant Electric Utility Engineer

Electric Department staff has reviewed the job specifications for Business Analyst and Sr. Engineering Aide and is requesting approval of the revised job specifications as indicated. Also requested is the approval of the recruitment type of open/competitive, examination weighting of 100% oral exam with a qualifying written exam and new job specifications for Assistant Electric Utility Engineer.

Thank you for your assistance. If you have any questions regarding this request, please contact Ann Hatcher or Voula Brown.

*for*   
\_\_\_\_\_  
John C. Roukema  
Director of Electric Utility



**CITY OF SANTA CLARA, CALIFORNIA**  
**BUSINESS ANALYST**  
(262)

**EDUCATION AND EXPERIENCE**

**Minimum Qualifications:**

- Graduation from an accredited college or university with a bachelor's degree in business administration, economics, engineering, environmental studies or a related field; and
- Four (4) years of progressively responsible experience which has included accounting record keeping, financial and market analysis, resource planning, utility demand-side programs, communication technologies, data management related to customer analysis or other related fields.

**Possible Substitution:**

Associates Degree with five (5) years of full-time utility business/analysis experience may be substituted for the minimum qualifications of a Bachelor's degree and four (4) years of progressively responsible experience

**Desirable Qualifications:**

For Finance Department:

Experience with Utility Billing and Collection Programs, Advanced Metering and Analysis programs

**LICENSE**

Possession of an appropriate, valid California driver's license is required at time of appointment and for the duration of employment.

**DISTINGUISHING CHARACTERISTICS**

This is a professional classification in the City's classified service. The incumbent is primarily responsible for the acquisition and compilation of data, analysis of such data, project management, report preparation, and provision of support for the Utility's business programs and efforts.

**TYPICAL DUTIES**

Duties may include, but are not limited to the following:

Under general direction:

- Performs research and analysis related to customer and utility competitor characteristics, behavior, and attitudes; oversees customer surveying activities
- Prepares and disseminates customer profiles and other sensitive customer-related information
- Develops tools and business processes for new products, services and business development, such as utility infrastructure services (fiber optic leasing services)

## **BUSINESS ANALYST (continued)**

- Budget analysis (project expenditures, revenue collections, and reporting)
- Conducts executive, operation management and end-user interviews in the assessment of business requirements, process and workflows
- Determines, defines and documents current and proposed business process and end user documentation for Utility related projects and application portfolio
- Coordinates implementation projects with various business units, functional areas and/or vendors
- Assists in the development and design of DSM and load-impact programs for customers and evaluates and reports on effectiveness of such programs
- Devises methods and procedures for obtaining, maintaining, and updating market-related data, including collection, coding, and tabulation
- Assists in data evaluation and database development and maintenance
- Studies customer energy consumption and prepares forecasts of short and long term needs
- Performs rate and cost of service studies and assists in analyzing customer retention and the Utility competitiveness impact of new and existing rates
- Confers with City staff, customers, and others as required to conduct project assignments
- Provides technical assistance to City departments and customers on administrative and analytical matters
- Assists in the preparation, analysis, and monitoring of the Department's budget
- Utilizes computer applications to assist with analytical studies
- Prepares a variety of technical, periodic, specialized reports, and other written materials related to utility business matters
- Maintains current knowledge of utility distribution and consumption trends May provide direction for assigned paraprofessional and clerical staff
- Performs other related duties as assigned

### For Electric Utility Department:

- Performs benchmarking of Utility against potential and existing competitors
- Performs research and analysis to determine market potential and impact of demand-side management (DSM), customer service and retention programs

### For Finance Department:

- Participates in the life cycle of a new products by researching the product specifications, providing input to the profit/loss analysis
- Develops use cases and test plans; provides end user training on an on-going basis in support of business processes and workflows as related to the utility application portfolio

## KNOWLEDGE, SKILLS, AND ABILITIES

### Knowledge of:

- Utility economics and government regulations affecting utilities
- Water, energy, and communications technologies related to utility assets and infrastructure, resources and energy utilization
- Financial issues related to customer energy services
- Computer applications (such as PeopleSoft, QuickBooks, and Microsoft Word, Access, Excel, and PowerPoint), databases, spreadsheets including data management

## **BUSINESS ANALYST (continued)**

### **Ability to:**

- Apply advanced analysis methodologies
- Interpret and present findings in a clear, concise oral and written form including the creation and use of tables, charts, and graphics to summarize results
- Research and evaluate utility load impacting technologies
- Interpret and apply laws, regulations, policies, and procedures
- Prepare and monitor budgets; analyze, design, and evaluate utilities load impacting programs
- Use moderately complex models, accounting models or specialized computer applications
- Work independently with minimal supervision
- Coordinate multiple projects, organize workload and meet critical deadlines
- Establish and maintain effective working relationships with those contacted in the course of the work, including the general public
- Build collaborative and trusted relationships with stakeholders as a subject matter expert for the various utility applications
- Create and maintain a work environment that promotes effective, thoughtful communication between team members, the general public and management
- Bend, stoop, reach, carry, climb and lift as necessary to perform assigned duties

### **SUPERVISION RECEIVED**

Works under the general supervision of Division Manager, a senior-level analyst, or other personnel as assigned.

### **SUPERVISION EXERCISED**

May provide direction to paraprofessional or clerical support staff as assigned.

### **OTHER REQUIREMENTS**

Must be able to perform all the essential functions of the job.

### **CONFLICT OF INTEREST**

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager Directive 100.

LEGEND:

Additions

Deletions

Approved March 2007

Proposed May 2017

## CITY OF SANTA CLARA, CALIFORNIA

### BUSINESS ANALYST

(262)

#### EDUCATION AND EXPERIENCE

##### Minimum Qualifications:

At time of application, any education and experience equivalent to:

- Graduation from an accredited college or university with a bachelor's degree in business administration, economics, engineering, environmental studies or a related field; and
- Four (4) years of progressively responsible experience which has included accounting record keeping, financial and market analysis, resource planning, utility demand-side programs, communication technologies, data management related to customer analysis or other related fields.

##### Possible Substitution:

*Associates Degree with five (5) years of full-time utility business/analysis experience may be substituted for the minimum qualifications of a Bachelor's degree and four (4) years of progressively responsible experience*

##### Desirable Qualifications:

*For Finance Department:*

*Experience with Utility Billing and Collection Programs, Advanced Metering and Analysis programs*

#### LICENSE

Possession of an appropriate, valid California driver's license is required at time of appointment and for the duration of employment.

#### DISTINGUISHING CHARACTERISTICS

This is a professional classification in the City's classified service. The incumbent is primarily responsible for the acquisition and compilation of data, analysis of such data, project management, report preparation, and provision of support for the Utility's business programs and efforts.

#### TYPICAL TASKS/DUTIES

*Duties may include, but are not limited to the following:*

Under general direction:

## BUSINESS ANALYST (continued)

- Performs research and analysis related to customer and utility competitor characteristics, behavior, and attitudes; oversees customer surveying activities;
- Prepares and disseminates customer profiles and other sensitive customer-related information;
- Develops tools and business processes for new products, services and business development, such as utility infrastructure services (fiber optic leasing services);
- Budget analysis (project expenditures, revenue collections, and reporting);
- ~~Performs benchmarking of Utility against potential and existing competitors;~~
- ~~Performs research and analysis to determine market potential and impact of demand-side management (DSM), customer service and retention programs;~~
- *Conducts executive, operation management and end-user interviews in the assessment of business requirements, process and workflows*
- *Determines, defines and documents current and proposed business process and end user documentation for Utility related projects and application portfolio*
- *Coordinates implementation projects with various business units, functional areas and/or vendors*
- Assists in the development and design of DSM and load-impact programs for customers and evaluates and reports on effectiveness of such programs;
- Devises methods and procedures for obtaining, maintaining, and updating market-related data, including collection, coding, and tabulation;
- Assists in data evaluation and database development and maintenance;
- Studies customer energy consumption and prepares forecasts of short and long term needs;
- Performs rate and cost of service studies and assists in analyzing customer retention and the Utility competitiveness impact of new and existing rates;
- Confers with City staff, customers, and others as required to conduct project assignments;
- Provides technical assistance to City departments and customers on administrative and analytical matters;
- Assists in the preparation, analysis, and monitoring of the Department's budget;
- Utilizes computer applications to assist with analytical studies;
- Prepares a variety of technical, periodic, specialized reports, and other written materials related to utility business matters;
- —Maintains current knowledge of utility distribution and consumption trends;
- May provide direction for assigned paraprofessional and clerical staff;
- *Performs other related duties as assigned*

### For Electric Utility Department:

- *Performs benchmarking of Utility against potential and existing competitors*
- *Performs research and analysis to determine market potential and impact of demand-side management (DSM), customer service and retention programs*

### For Finance Department:

- *Participates in the life cycle of a new products by researching the product specifications, providing input to the profit/loss analysis*
- *Develops use cases and test plans; provides end user training on an on-going basis in support of business processes and workflows as related to the utility application portfolio*

## BUSINESS ANALYST (continued)

### KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Utility economics and government regulations affecting utilities;
- Water, energy, and communications technologies related to utility assets and infrastructure, resources and energy utilization;
- Financial issues related to customer energy services;
- Computer applications (such as ~~Peoplesoft~~PeopleSoft, ~~Quickbooks~~QuickBooks, and Microsoft Word, Access, Excel, and ~~Powerpoint~~PowerPoint), databases, spreadsheets including data management

Ability to:

- Apply advanced analysis methodologies;
- Interpret and present findings in a clear, concise oral and written form including the creation and use of tables, charts, and graphics to summarize results;
- Research and evaluate utility load impacting technologies;
- Interpret and apply laws, regulations, policies, and procedures;
- Prepare and monitor budgets; analyze, design, and evaluate utilities load impacting programs;
- Use moderately complex models, accounting models or specialized computer applications
- Work independently with minimal supervision;
- Coordinate multiple projects, *organize workload* and meet critical deadlines
- Establish and maintain effective working relationships with those contacted in the course of the work, *including the general public*;
- *Build collaborative and trusted relationships with stakeholders as a subject matter expert for the various utility applications*
- *Create and maintain a work environment that promotes effective, thoughtful communication between team members, the general public and management*
- *Bend, stoop, reach, carry, climb and lift as necessary to perform assigned duties*

### SUPERVISION RECEIVED

Works under the general supervision of Division Manager, a senior-level analyst, or other personnel as assigned.

### SUPERVISION EXERCISED

May provide direction to paraprofessional or clerical support staff as assigned.

### OTHER REQUIREMENTS

Must be able to perform all the essential functions of the job.

### CONFLICT OF INTEREST

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager Directive 100.

<p style="text-align: center;"><b>AGENDA REPORT</b> <b>CITY OF SANTA CLARA CIVIL SERVICE COMMISSION</b></p>
---

**DATE:** May 8, 2017

**TO:** Civil Service Commission

**FROM:** Director of Human Resources

**SUBJECT:** Request to Modify Job Specification for Senior Engineering Aide

**SUMMARY:** The Electric Department will soon conduct a recruitment for the position of Senior Engineering Aide. The job specification for Senior Engineering Aide was last approved in September 2015, and at that time, the Electric Department did not review the analysis. This job specification can be used for the Public Works, Water & Sewer and Electric Utility Departments. A job analysis was recently conducted to identify additions and changes to the job specification for all 3 departments.

The Public Works and Water & Sewer Utilities Departments propose changes to the minimum qualifications. The changes include the satisfactory completion of applicable courses for the position. Wording was also added for the qualification of two (2) years of paraprofessional engineering experience to include Santa Clara experience equivalency and CAD and/or GIS experience. The Electric Utility Department added the qualification of graduation from an accredited junior college with completion of applicable courses for the position. There were some additions to the typical tasks section and Knowledge, Skills and Abilities section for the Electric Utility Department that are specific for their Senior Engineering Aide position.

There are no recommended changes to the recruitment type (Open/Promotional) or examination weighting (50% Written/50% Oral).

**RECOMMENDATION:** Staff recommends the Civil Service Commission approve the modified job specification for Senior Engineering Aide.

PREPARED BY:

APPROVED FOR CONTENT:

APPROVED:



Vicki Sapp  
Sr. HR Technician



Julia Hill  
Human Resources Assistant Director



Elizabeth C. Brown  
Director of Human Resources



**City of  
Santa Clara**  
The Center of What's Possible

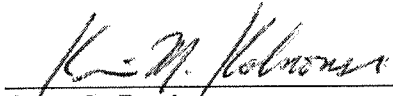


## INTEROFFICE MEMORANDUM

**Date:** April 24, 2017  
**To:** Director of Human Resources  
**From:** Director of Electric Utility  
**Subject:** Request to Approve Revised Job Specifications for Business Analyst, Sr.  
Engineering Aide and Assistant Electric Utility Engineer

Electric Department staff has reviewed the job specifications for Business Analyst and Sr. Engineering Aide and is requesting approval of the revised job specifications as indicated. Also requested is the approval of the recruitment type of open/competitive, examination weighting of 100% oral exam with a qualifying written exam and new job specifications for Assistant Electric Utility Engineer.

Thank you for your assistance. If you have any questions regarding this request, please contact Ann Hatcher or Voula Brown.

*for*   
\_\_\_\_\_  
John C. Roukema  
Director of Electric Utility



**CITY OF SANTA CLARA, CALIFORNIA**  
**SENIOR ENGINEERING AIDE**  
**(745)**

**EDUCATION AND EXPERIENCE**

**Minimum Qualifications:**

For Public Works and Water & Sewer Utilities Departments

- Graduation from high school or its equivalent, and
- Satisfactory completion of courses in algebra, geometry, trigonometry and drafting/drawing and
- Two (2) years of full-time paraprofessional engineering experience at a level equivalent to City of Santa Clara Engineering Aide including at least one (1) year working with Computer aided Drafting (CAD) and/or Geographic Information System (GIS) tools and software

For Electric Utility Department

- Graduation from an accredited junior college with an Associate's degree or higher in engineering or its equivalent, including satisfactory completion of college level courses in writing, mathematics, engineering, AutoCAD, GIS, and related subjects; and
- Two (2) years of full-time paraprofessional engineering experience utilizing AutoCAD and ESRI-based GIS tools with an electric utility

**Possible Substitutions:**

For Public Works and Water & Sewer Utilities Department

- Graduation from an accredited junior college with an Associate's degree or higher in engineering may be substituted for one (1) year of the required experience

For Electric Utility Department

- Two (2) years of additional paid full-time experience with an electric utility utilizing ESRI based GIS may be substituted for the required education requirement
- One (1) year of paid, full-time experience as a draftsman or equivalent may be substituted for the AutoCAD drawing course required

**Desirable Qualifications:**

For Public Works and Water & Sewer Utilities Department

- Experience in using AutoCAD 2013 or higher
- Experience with arc-FM GIS tools

For Electric Utility Department

- A certificate in AutoCAD 2013 or higher
- A certificate in ESRI-based GIS
- Experience with arc-FM GIS tools

## **SENIOR ENGINEERING AIDE (continued)**

### **LICENSE**

Possession of an appropriate, valid California Class C driver's license is required at time of appointment and for the duration of employment.

### **DISTINGUISHING CHARACTERISTICS**

This is the journey level class in the Engineering Aide series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to this series, including preparation of the most complex exhibits, plans, engineering calculations and cost estimates. Employees at this level are required to be fully trained in all the procedures related to assigned area of responsibility. Work is performed under the general supervision of a professional engineer or Principal Engineering Aide who makes assignments and inspects work to ensure that it is conducted according to instructions and in conformity with accepted engineering standards. This position may be filled within the Public Works, Water & Sewer Utilities or Electric Utility Departments.

### **TYPICAL DUTIES**

Duties may include, but are not limited to, the following:

Under general supervision:

For Public Works and Water & Sewer Utilities Department

- Prepares precision drawings of construction or preliminary plans from sketches or rough copy
- Drafts profiles, cross-sections, road and storm drainage alignment, right-of-way maps and topographical features
- Does limited design drafting on roadways, storm drainage, water and sanitary sewer facilities, buildings, and related structures following established criteria
- Performs computing and drafting operations involved in checking and reducing land survey notes
- Collects and interprets engineering data such as but not limited to legal descriptions, survey notes, graphs, maps, and traverses
- Makes field checks of existing facilities for construction purposes
- Prepares legal descriptions of property easement requests and rights-of-way from maps and official records
- Maintains records of as-builts and updates existing City maps and records utilizing ESRI-based GIS applications
- Maintains master map files, including such records of block maps, right-of-way maps, street-light maps, tract, and record-of-survey maps, and other maps
- Prepares standard property agreements for execution by property owners and prepares exhibits to accompany agreements
- Responds to requests from citizens, contractors, and developers wanting property information, including property line information and easement locations
- Renders drawings for construction of water distribution facilities
- Prepares project cost estimates

## **SENIOR ENGINEERING AIDE (continued)**

- Performs field investigations of existing improvements
- Responds to water quality complaints
- Collects a variety of water samples and performs elementary laboratory procedures for water quality determination
- Maintains records of water production and well water levels
- Acts as instrument person on survey party
- Sets up, adjusts and operates a variety of survey instruments to establish or confirm lines, angles, distances, bearings, and elevations
- May be required to act as Chief of Party or Principal Engineering Aide on routine assignments for brief periods of time
- Prepares drawings of proposed signal installations or other control devices using drafting instruments
- Prepares cost estimates of materials, equipment, and incidentals needed for installation
- Checks signal installations for conformance to established City specifications and standards
- Investigates public complaints and conducts field traffic studies to determine traffic volume, speed, effectiveness of signals, adequacy of lighting, and other factors influencing traffic conditions
- May assist in inspection of construction work
- May gather samples of construction materials and assist in running laboratory tests on materials
- Performs other related duties as assigned

### **For Electric Utility Department**

- Prepares precision drawings of construction or preliminary plans from sketches or rough copy
- Performs computing and drafting operations involved in checking drawings of electric utility facilities
- Researches and interprets engineering data such as but not limited to legal descriptions, graphs, maps, and as-built drawing documents
- Makes field checks of existing facilities for construction purposes
- Reduces as-built information to record
- Assists in conducting field inventory of existing primary and secondary conductors, transformers, switches, poles, pole attachments, manholes, and conduit locations
- Draws and updates generation facility, utility fiber, electrical schematic diagrams, panel wiring diagrams, substation layout drawings, and organizes associated documentation
- Prepares scaled and dimensioned plans based on sketches prepared by engineering estimating personnel
- Maintains records of as-builts and updates existing City maps and records utilizing ESRI-based GIS applications
- Maintains master map files, including such records of block maps, street light maps, fiber communication, electric utility single line and operating diagrams and other maps
- Responds to requests from citizens, contractors, and developers wanting property information including electric utility infrastructure information
- Renders electrical drawings for construction of electric substation or generation facilities
- Performs field investigations of existing improvements

## **SENIOR ENGINEERING AIDE (continued)**

- May be required to act as Principal Engineering Aide (Electric) on routine assignments for brief periods of time
- May assist in inspection of electric utility construction work
- Performs other related duties as assigned

### **KNOWLEDGE, SKILLS, AND ABILITIES**

#### **Knowledge of:**

##### **For Public Works and Water & Sewer Utilities Department**

- Mathematics, including algebra, geometry, and trigonometry
- Basic engineering practices, including simple engineering computations
- Principles, techniques, and terminology of civil engineering
- Principles, techniques, and terminology of surveying and ESRI-based GIS
- Principles, techniques, and terminology of engineering drafting and map drafting
- Principles, techniques, and terminology of traffic engineering
- Principles, techniques, and terminology of water distribution system design
- Office safety practices, procedures and standards

##### **For Electric Utility Department**

- Mathematics, including algebra, geometry and trigonometry
- Basic engineering practices, including simple engineering computations
- Principles, techniques and terminology of engineering, drafting and map drafting
- Principles, techniques and terminology of ESRI-based GIS
- Principles, techniques, and terminology of electric utility system operations
- Office safety practices, procedures and standards

#### **Ability to:**

##### **For all Departments**

- Use available computer hardware and software to perform assigned duties, including but not limited to, computer aided drafting, spread sheets, and word processing
- Use ESRI-based Geographic Information Systems
- Prepare neat and accurate drawings, diagrams, dimensions, representations, and schematics using GIS and CAD tools
- Understand and carry out written and oral instructions
- Read and interpret plans and specifications
- Communicate clearly and effectively, both orally and in writing
- Establish and maintain a cooperative working relationship with those contacted in the course of work, including the general public
- Deal tactfully and courteously with others
- Respond appropriately to conflicts/complaints/management escalations from other City departments and the general public
- Work in a team based environment and achieve common goals
- Work independently, quickly, and efficiently
- Evaluate situations, identify problems, make logical decisions and follow through on resolution
- Effectively handle multiple priorities, organize workload, and meet strict deadlines

## **SENIOR ENGINEERING AIDE (continued)**

- Bend, stoop, reach, carry, climb and lift as necessary to perform assigned duties
- Walk or stand for extended period of time

For Public Works and Water & Sewer Utilities Departments:

- Use surveying and computing instruments

### **SUPERVISION RECEIVED**

Works under the general supervision of an engineer or higher classification as assigned.

### **SUPERVISION EXERCISED**

May assist in training of Engineering Aide or administrative support staff.

### **OTHER REQUIREMENTS**

- Must be able to perform all of the essential functions of the job assignment
- May be required to work shifts, weekends, and off and unusual hours in the performance of duties and emergency situations

LEGEND:

Additions

Deletions

Approved September, 2015

Proposed May 2017

## CITY OF SANTA CLARA, CALIFORNIA

### SENIOR ENGINEERING AIDE

(745)

#### EDUCATION AND EXPERIENCE

##### Minimum Qualifications:

*For Public Works and Water & Sewer Utilities Departments*

- Graduation from high school or its equivalent, ~~and, including satisfactory completion of courses in writing, mathematics, engineering, AutoCAD, and related subjects; and~~
- Satisfactory completion of courses in algebra, geometry, trigonometry and drafting/drawing and
- Two (2) years of full-time paraprofessional engineering experience at a level equivalent to City of Santa Clara Engineering Aide including at least one (1) year working with Computer aided Drafting (CAD) and/or Geographic Information System (GIS) tools and software.

*For Electric Utility Department*

- Graduation from an accredited junior college with an Associate's degree or higher in engineering or its equivalent, including satisfactory completion of college level courses in writing, mathematics, engineering, AutoCAD, GIS, and related subjects; and
- Two (2) years of full-time paraprofessional engineering experience utilizing AutoCAD and ESRI-based GIS tools with an electric utility

##### Possible Substitutions:

*For Public Works and Water & Sewer Utilities Department*

- Graduation from an accredited junior college with an Associate's ~~A.A.~~ degree or higher in engineering may be substituted for one (1) year of the required experience.
- ~~Twelve (12) months or more of paid, full-time experience as a draftsman or equivalent may be substituted for the AutoCAD drawing course required.~~

*For Electric Utility Department*

- Two (2) years of additional paid full-time experience with an electric utility utilizing ESRI based GIS may be substituted for the required education requirement
- One (1) year of paid, full-time experience as a draftsman or equivalent may be substituted for the AutoCAD drawing course required

##### Desirable Qualifications:

*For Public Works and Water & Sewer Utilities Department*

- Experience in using AutoCAD 2013 or higher ~~is desirable.~~
- Experience with arc-FM GIS tools

## SENIOR ENGINEERING AIDE (continued)

### *For Electric Utility Department*

- A certificate in AutoCAD 2013 or higher
- A certificate in ESRI-based GIS
- Experience with arc-FM GIS tools

### LICENSE

Possession of an appropriate, valid California *Class C* driver's license is required at time of appointment and for the duration of employment.

### DISTINGUISHING CHARACTERISTICS

This is the journey level class in the Engineering Aide series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to this series, including preparation of the most complex exhibits, plans, engineering calculations and cost estimates. Employees at this level are required to be fully trained in all the procedures related to assigned area of responsibility. Work is performed under the general supervision of a professional engineer or *Principal Engineering Aide* who makes assignments and inspects work to ensure that it is conducted according to instructions and in conformity with accepted engineering standards. *This position may be filled within the Public Works, Water & Sewer Utilities or Electric Utility Departments.*

### TYPICAL DUTIES

Duties may include, but are not limited to, the following:

Under general supervision:

### *For Public Works and Water & Sewer Utilities Department*

- Prepares precision drawings of construction or preliminary plans from sketches or rough copy
- Drafts profiles, cross-sections, road and storm drainage alignment, right-of-way maps and topographical features
- Does limited design drafting on roadways, storm drainage, water and sanitary sewer facilities, buildings, and related structures following established criteria
- Performs computing and drafting operations involved in checking and reducing land survey notes
- Collects and interprets engineering data such as but not limited to legal descriptions, survey notes, graphs, maps, and traverses
- Makes field checks of existing facilities for construction purposes
- Reduces as-built information to record
- Prepares legal descriptions of property easement requests and rights-of-way from maps and official records
- Maintains records of as-builts and updates existing City maps and records *utilizing ESRI-based GIS applications*
- Maintains master map files, including such records of block maps, right-of-way maps, street-light maps, tract, and record-of-survey maps, and other maps

## SENIOR ENGINEERING AIDE (continued)

- Prepares standard property agreements for execution by property owners and prepares exhibits to accompany agreements
- Responds to requests from citizens, contractors, and developers wanting property information, including property line information and easement locations
- Renders drawings for construction of water distribution facilities
- Prepares project cost estimates
- Performs field investigations of existing improvements
- Responds to water quality complaints
- Collects a variety of water samples and performs elementary laboratory procedures for water quality determination
- Maintains records of water production and well water levels
- Acts as instrument person on survey party
- Sets up, adjusts and operates a variety of survey instruments to establish or confirm lines, angles, distances, bearings, and elevations
- May be required to act as Chief of Party or *Principal Engineering Aide* on routine assignments for brief periods of time
- Prepares drawings of proposed signal installations or other control devices using drafting instruments
- Prepares cost estimates of materials, equipment, and incidentals needed for installation
- Checks signal installations for conformance to established City specifications and standards
- Investigates public complaints and conducts field traffic studies to determine traffic volume, speed, effectiveness of signals, adequacy of lighting, and other factors influencing traffic conditions
- May assist in inspection of construction work
- May gather samples of construction materials and assist in running laboratory tests on materials
- Performs other related duties as assigned

### *For Electric Utility Department*

- *Prepares precision drawings of construction or preliminary plans from sketches or rough copy*
- *Performs computing and drafting operations involved in checking drawings of electric utility facilities*
- *Researches and interprets engineering data such as but not limited to legal descriptions, graphs, maps, and as-built drawing documents*
- *Makes field checks of existing facilities for construction purposes*
- *Reduces as-built information to record*
- *Assists in conducting field inventory of existing primary and secondary conductors, transformers, switches, poles, pole attachments, manholes, and conduit locations*
- *Draws and updates generation facility, utility fiber, electrical schematic diagrams, panel wiring diagrams, substation layout drawings, and organizes associated documentation*
- *Prepares scaled and dimensioned plans based on sketches prepared by engineering estimating personnel*
- *Maintains records of as-builts and updates existing City maps and records utilizing ESRI-based GIS applications*



## SENIOR ENGINEERING AIDE (continued)

- *Maintains master map files, including such records of block maps, street light maps, fiber communication, electric utility single line and operating diagrams and other maps*
- *Responds to requests from citizens, contractors, and developers wanting property information including electric utility infrastructure information*
- *Renders electrical drawings for construction of electric substation or generation facilities*
- *Performs field investigations of existing improvements*
- *May be required to act as Principal Engineering Aide (Electric) on routine assignments for brief periods of time*
- *May assist in inspection of electric utility construction work*
- *Performs other related duties as assigned*

### KNOWLEDGE, SKILLS, AND ABILITIES

#### Knowledge of:

##### *For Public Works and Water & Sewer Utilities Department*

- Mathematics, including algebra, geometry, and trigonometry
- Basic engineering practices, including simple engineering computations
- Principles, techniques, and terminology of civil engineering
- Principles, techniques, and terminology of surveying *and ESRI-based GIS*
- Principles, techniques, and terminology of engineering drafting and map drafting
- Principles, techniques, and terminology of traffic engineering
- Principles, techniques, and terminology of water distribution system design
- Office safety practices, procedures and standards

##### *For Electric Utility Department*

- *Mathematics, including algebra, geometry and trigonometry*
- *Basic engineering practices, including simple engineering computations*
- *Principles, techniques and terminology of engineering, drafting and map drafting*
- *Principles, techniques and terminology of ESRI-based GIS*
- *Principles, techniques, and terminology of electric utility system operations*
- *Office safety practices, procedures and standards*

#### Ability to:

##### *For all Departments*

- Use available computer hardware and software to perform assigned duties, including but not limited to, computer aided drafting, spread sheets, and word processing
- ~~Use surveying and computing instruments~~ *Use ESRI-based Geographic Information Systems*
- *Prepare neat and accurate drawings, diagrams, dimensions, representations, and schematics using GIS and CAD tools*
- Understand and carry out written and oral instructions
- Read and interpret plans and specifications
- Communicate clearly and effectively, both orally and in writing
- Establish and maintain a cooperative working relationship with those contacted in the course of work, including the general public
- Deal tactfully and courteously with others

## SENIOR ENGINEERING AIDE (continued)

- Respond appropriately to conflicts/complaints/management escalations from other City departments and the general public
- Work in a team based environment and achieve common goals
- Work independently, quickly, and efficiently
- Evaluate situations, identify problems, make logical decisions and follow through on resolution
- Effectively handle multiple priorities, organize workload, and meet strict deadlines
- Bend, stoop, reach, carry, climb and lift as necessary to perform assigned duties
- *Walk or stand for extended period of time*

*For Public Works and Water & Sewer Utilities Departments:*

- ~~Walk or stand for extended periods of time~~ Use surveying and computing instruments
- —

### SUPERVISION RECEIVED

Works under the general supervision of an engineer or higher classification as assigned.

### SUPERVISION EXERCISED

May assist in training of Engineering Aide or administrative support staff.

### OTHER REQUIREMENTS

- Must be able to perform all of the essential functions of the job assignment.
- *May be required to work shifts, weekends, and off and unusual hours in the performance of duties and emergency situations*

# AGENDA REPORT

## CITY OF SANTA CLARA CIVIL SERVICE COMMISSION

**DATE:** May 8, 2017

**TO:** Civil Service Commission

**FROM:** Director of Human Resources

**SUBJECT:** Request to Adopt Job Specification and Establish Recruitment Type and Examination Weighting for Assistant Electric Utility Engineer

**SUMMARY:** The Electric Utility Department will soon conduct a recruitment to fill an Assistant Electric Utility Engineer vacancy. This is a new classification created in the fiscal year 2016-2017 Budget.

Attached is a memorandum from the Director of Electric Utility requesting that the Commission approve the new job description for Assistant Electric Utility Engineer. This will be the first job specification in the Electric Utility Engineer series and is a needed entry level position for the Electric Utility. A job analysis was conducted to determine the job duties and knowledge, skills and abilities needed for the Assistant Electric Utility Engineer.

The minimum qualifications for the Assistant Electric Utility Engineer are a Bachelor's Degree with no experience or the possession of a State of California Engineer-In-Training (E.I.T.) Certificate and at least 1 year of experience. Experience with GIS is desirable. The typical duties and Knowledge, Skills and Abilities sections reflect the incumbent learning and assisting under direct supervision for their duties as Assistant Electric Utility Engineer.

It is recommended that the recruitment type for Assistant Electric Utility Engineer be Open/Competitive. It is also recommended that the exam weighting for this classification be 50% Written/50% Oral.

**RECOMMENDATION:** Staff recommends the Civil Service Commission approve the proposed job specification for Assistant Electric Utility Engineer, and establish the recruitment type as Open/Competitive, with an examination weighting of 50% Written/50% Oral examination.

PREPARED BY:

APPROVED FOR CONTENT:

APPROVED:



Vicki Sapp  
Sr. HR Technician



Julia Hill  
HR Assistant Director



Elizabeth C. Brown  
Director of Human Resources



**City of  
Santa Clara**  
The Center of What's Possible



## INTEROFFICE MEMORANDUM

**Date:** April 24, 2017  
**To:** Director of Human Resources  
**From:** Director of Electric Utility  
**Subject:** Request to Approve Revised Job Specifications for Business Analyst, Sr.  
Engineering Aide and Assistant Electric Utility Engineer

Electric Department staff has reviewed the job specifications for Business Analyst and Sr. Engineering Aide and is requesting approval of the revised job specifications as indicated. Also requested is the approval of the recruitment type of open/competitive, examination weighting of 100% oral exam with a qualifying written exam and new job specifications for Assistant Electric Utility Engineer.

Thank you for your assistance. If you have any questions regarding this request, please contact Ann Hatcher or Voula Brown.

*for*   
\_\_\_\_\_  
John C. Roukema  
Director of Electric Utility

**CITY OF SANTA CLARA, CALIFORNIA**  
**ASSISTANT ELECTRIC UTILITY ENGINEER**  
(028)  
NEW

**EDUCATION AND EXPERIENCE**

**Minimum Qualifications:**

Graduation from an accredited college or university with:

- A Bachelor's Degree in Electrical, Mechanical or Civil Engineering from a college or university that is accredited by the Accreditation Board of Engineering and Technology (ABET) or
- Possession of a State of California Engineer-In-Training (E.I.T.) Certificate and at least 1 year of experience in electrical or mechanical engineering office and/or field work, and
- Experience using AutoCAD and Microsoft Office (i.e., Microsoft Word, Excel, PowerPoint, Mathlab)

**Desirable Qualifications:**

- Registration as an Electrical, Mechanical or Civil Engineer in the State of California
- Experience using ESRI based Geographic Information System (GIS)

**LICENSE**

Possession of a valid California Class C driver's license is required at time of appointment and for the duration of employment.

**DISTINGUISHING CHARACTERISTICS**

Under direct supervision, the Assistant Electric Utility Engineer performs a variety of entry-level professional electric utility engineering field and office work in design, construction and/or maintenance programs. Incumbents may be assigned to work in any division in the Electric Department reporting to a Principal, Senior Electric Utility Engineer, Division Manager, Assistant Director or Director.

**TYPICAL DUTIES**

Duties include, but are not limited to the following:

Under direct supervision:

- Assists in conducting studies and analyses of engineering projects or problems, including transmission, generation or distribution activities, utility maintenance programs, communications, and controls engineering and other related projects
- Supports the preparation of plans, specifications, schedules, and cost estimates for electrical substation, generation station and other utility projects

## ASSISTANT ELECTRIC UTILITY ENGINEER (continued)

- Compiles engineering data and makes calculations
- Performs calculations and prepares estimates of time and material costs
- Uses AutoCAD and GIS in the preparation of maps, drawings, plans, easements and right-of-way documents, and other related matters
- Tabulates field data, designs routine utility engineering projects and structures
- Researches project design requirements
- Prepares contracts, agreements, technical specifications, reports, minutes and other documents
- May participate in the City's staff committees on review of projects
- May assist with the department's annual and five-year capital improvement budgets and the operating budget
- May assist in the operation/design of utility communication and control systems
- Coordinates engineering activities with other City departments and other public agencies
- Manages and maintains the Department's record documents
- May prepare and coordinate project construction standard documents
- Performs other related duties as assigned.

### KNOWLEDGE, SKILLS, AND ABILITIES

#### Knowledge of:

- Basic principles, practices, methods and techniques of utility engineering
- Basic power system operation
- Basic project cost estimating scheduling and plan preparation
- Basic drafting, and modeling techniques and technology
- Computer applications (e.g., Microsoft Office Suite, project management software, scheduling tools, computer-aided drafting and design CAD, Mathlab)
- Environmental and safety practices, procedures and standards

#### Ability to:

- Learn Federal, State and local laws, codes, ordinances, regulations, and policies pertaining to public works projects and power infrastructure operation
- Learn approved construction and field safety standards, practices, and procedures related to public works projects
- Perform routine utility engineering design work
- Read and interpret plans and specifications
- Learn to read, interpret and apply laws, codes, ordinances, regulations, and policies governing public works projects and power system infrastructure operation
- Maintain records, logs and databases
- Learn to prepare engineering and administrative staff reports
- Learn to perform quantity take-off work from construction plans
- Learn to compile and analyze data, prepare reports and make recommendations
- Make accurate mathematical calculations and engineering computations and drawings
- Effectively communicate, both orally and in writing
- Write clear, concise reports, using correct composition, English grammar and spelling
- Comprehend, carry out and issue oral and written technical instructions

## ASSISTANT ELECTRIC UTILITY ENGINEER (continued)

- Analyze facts and exercise independent judgment on routine issues
- Understand and use administrative and engineering computer applications and software (e.g. Microsoft Word, Excel, PowerPoint, Matlab and Auto CAD)
- Use drafting and survey instruments and other engineering aides
- Operate personal computer, plotter, and other standard office equipment
- Interact, establish and maintain effective working relationships with those contacted in the course of work including the public, other agencies and coworkers
- Work in a team based environment to resolve problems, achieve common goals, and successfully deliver projects
- Effectively handle multiple priorities, organize workload and meet deadlines
- Assist in training of para-professional engineering staff
- Make sound decisions in a manner consistent with the essential job functions
- Bend, stoop, reach, carry, crawl, climb and lift as necessary to perform assigned duties

### SUPERVISION RECEIVED

Works under immediate supervision of a Principal or Senior Electric Utility Engineer or other supervisor as assigned.

### SUPERVISION EXERCISED

None

### OTHER REQUIREMENTS

- Must be able to perform all of the essential functions of the job assignment
- May be required to work shifts, weekends, and odd and unusual hours in the performance of duties and emergency situations